



Records Management Bureau

S.O.P.

Standard Operating Procedures



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Records Management Bureau

Mission Statements

Records Management Bureau

We work with the purpose of service to sworn and civilian personnel, enabling them to meet the Division's mission goals. We serve the public to provide the best and most timely responses to requests possible.

Identification Unit/AFIS Specialist

We dedicate our efforts, through the application of our expertise and cooperative interaction with the public and other law enforcement entities, to verify arrest records through fingerprint analysis, and maintaining current and accurate arrest information.

Records Unit/Records Support Unit/Telephone Reporting Unit

We maintain and provide current and accurate records for law enforcement, governmental agencies, and the public in an efficient and expedient manner.

Public Records Unit

We provide access to all public records retained by the Division of Police in accordance with law and Division policies and procedures, provide records to law enforcement and governmental agencies, and maintain records within the control of the Unit in accordance with the approved record retention schedule.

Definitions

Automated Fingerprint Identification System (AFIS) – The system is used to enter and search fingerprints of arrestees against known suspects and unsolved Latent prints.

COPLOGIC – The Division’s online citizen reporting system that is designed to take non-suspect reports from citizens anytime and anywhere without having to wait for an officer to be dispatched.

Deoxyribonucleic Acid (DNA) - A molecule that carries genetic identifiers unique to each person.

Electronic Reporting System (ERS) – The system in which reports are taken. Historically, this has been NetRMS and Premier One. ERS will be used to refer to either system within this document.

IntelliVUE (no longer available for entering reports)

IntelliVUE is a means of electronic storage of old reports from 1996-2003. This system is designed for quick retrieval by Police Records Technicians, police officers, and other Division personnel.

Law Enforcement Data System (LEADS) - The database that allows personnel to access nationwide information about persons and property, including driving records, criminal history information, missing persons, stolen property, and wanted persons. This system is controlled by the Ohio State Highway Patrol. Levels of access are:

- **Fully Qualified Operator (FWO) w/CCH** – Fully qualified operators may query all LEADS functions and can enter, cancel, clear, and modify wants/warrants, stolen property, and missing persons. FQOs must complete pre-service and in-service training as required by LEADS.
- **INQ w/CCH** – Inquiry only operators can operate a LEADS access device, with capabilities to query, locate and submit hit confirmations, as well as access criminal histories. INQs must complete pre-service and in-service training as required by LEADS.
- **LEADS Practitioner** – is any person authorized to receive LEADS data who is “not” a certified operator. Practitioners must request LEADS information from a certified operator. Practitioners must complete pre-service and in-service training as required by LEADS.
- **LEADS TAC** – Terminal Agency Coordinator is responsible for ensuring all LEADS Operators and Practitioners receive pre-service and in-service training as required by LEADS. The TAC is also responsible for ensuring the Division’s compliance with LEADS rules and maintaining agency level records of all records required by LEADS.

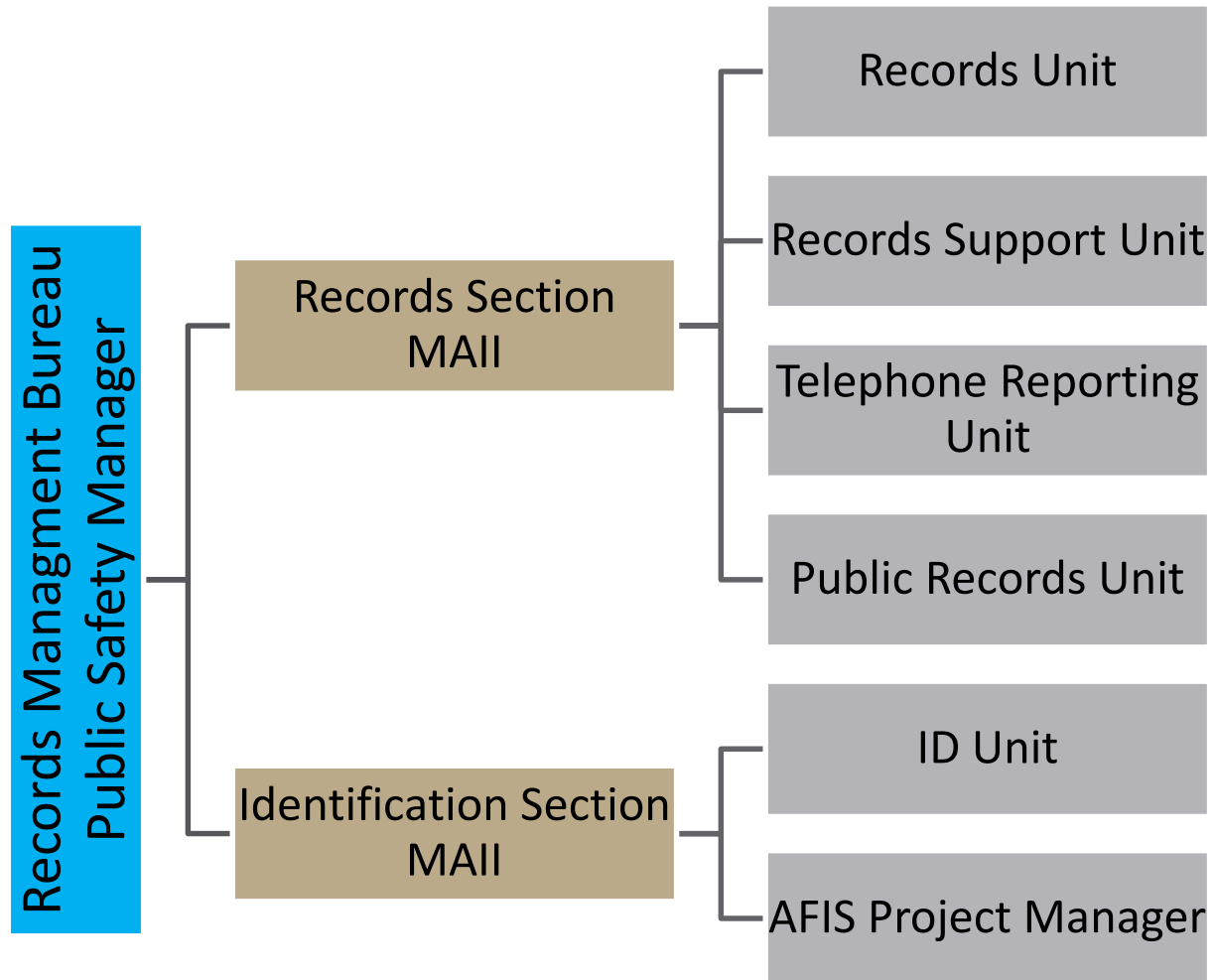
Local Criminal History Database (Local CCH) – Formerly known as Burroughs, this system houses arrest information with ID numbers. The local CCH database is used to update and access information about people that have been arrested by the Division or who have local warrants.

Morpho Archival System (MAS) - The database in which fingerprints are stored for retrieval.

Ohio Law Enforcement Gateway (OHLEG) - The database controlled by the Ohio Attorney General's office and is used to search various State databases such as driving records and photos, Domestic Violence reports, Ohio Police Officer Training Academy on-line courses and others. Pre-service training is required and completed within the Division's Connect training module.

Talon – The program used as an interface to LEADS.

Organizational Chart



Section 1- Records Management Bureau

The Records Management Bureau Manager reports directly to the Support Services Subdivision Deputy Chief. The Records Section Management Analyst II (MAII) and the Identification Section Management Analyst II (MAII) report directly to the Records Bureau Manager.

- The Records Bureau Manager (MCP employee) oversees the supervisors of each of the Bureaus Sections. Duties include:
 - Oversees Section Managers
 - Meets with administrative and sworn personnel in other units to ensure that bureau units are providing adequate support and addressing departmental and/or division needs.
 - Oversees the development and implementation of policies and procedures
 - Reviews and updates standard operating procedures; develops administrative policies and procedures
 - Acts as a resource to subordinate supervisors to assist with discipline problems, responding to grievances, and developing workplace remedies
 - Oversees the development and implementation of efficient work methods, workload priorities, and operations regarding requests for service
 - Prepares statistical and narrative reports; prepares information memos and written recommendations
 - Resolves procedural, operational, and other work-related problems
 - Prepares budget proposals for the bureau
 - Remains abreast of new developments and technological enhancements
 - Communicates with the general public, civilian employees, sworn administration, attorneys, public officials, and community representatives regarding specialized safety function
 - Approves OHLEG access for Division employees
- The Records Section MAII (CWA Bargaining Unit) oversees the supervisors of the following units:
 - Records Unit – 1st, 2nd, and 3rd shifts
 - Telephone Reporting Unit
 - Records Support Unit – 1st and 2nd shift
 - Public Records
- The ID Section MAII oversees the supervisors of the following units:
 - Identification Unit – 1st, 2nd, and 3rd shift
 - Fingerprint Tech Specialist (AFIS)
- The MAII duties include, but are not limited to the following:

- Mentoring , leading, and directing unit supervisors in improved leadership skills
- Conducting regular meetings with unit supervisors to discuss, focus, and improve workflow and services
- Monitoring staffing needs
- Serving as a liaison for purchasing requests, hiring needs, and other requests
- Meets with administration and sworn personnel in other units to ensure that specialized public safety unit(s) are providing adequate support and addressing the Division's needs
- Reviews and updates bureau SOP
- Acts as a resource to subordinate supervisors to assist with discipline problems, responding to grievances, and developing workplace remedies to address grievances in accordance with Division policies and collective bargaining agreements
- Assists in interviews for potential new hires and promotions within the Records Management Bureau
- Attends meetings as directed/needed
- Prepares items for budget proposals
- Prepares annual performance appraisals of subordinates

Section 2- Personnel Policies

2.01 Overtime – 24/7 Units

Employees are to be familiar with the Division Directives and his/her current collective bargaining agreement (CBA) as they relate to overtime. The aforementioned sources as well as the following information explain the bureau policies governing overtime. The calculation of overtime hours will be completed in accordance with the respective CBA. Overtime will be calculated by utilizing the electronic scheduling system or other equitable means and posted electronically or in a common area for each unit affected.

A. Participation

1. Employees with the same classification, work responsibilities, and reporting location, who are participating in overtime provisions, shall have an equal opportunity to earn voluntary overtime pay.
2. Employees who wish to participate in voluntary overtime provisions are to notify his/her immediate supervisors, in writing, of their desire to participate.
 - a. Employees who are already in the overtime distribution process need not re-notify their immediate supervisors except as otherwise stated.
 - b. Employees who have a change in shift or days off, or who wish to withdraw or change their selection for what overtime they would volunteer to work, must re-notify their immediate supervisor.
3. New hires that have successfully completed all phases of training and have been released to participate by their respective supervisor are permitted to work overtime. Those individuals shall provide written notices (see above) and will be credited overtime hours equal to the greatest number of overtime hours assigned to any individual listed on the unit's most recent worksheet.
4. Employees under work restrictions excluding them from mandatory overtime are not eligible for scheduled voluntary or non-scheduled overtime until their restrictions are rescinded.
5. Employees are permitted to work overtime on their second day off. Payment of overtime is dependent on the applicable provision contained in the current CBA and the Fair Labor Standards Act.
6. AFSCME employees shall have and eight (8) hour break between consecutive sixteen (16) hour shifts and may not be mandated to work more than two consecutive sixteen(16) hours shift except in extreme circumstances and with prior notice to AFSCME, Local 1632. (MOU 2017-05)
7. No employee shall work overtime while on leave when the overtime occurs during his/her regularly scheduled tour of duty.
8. An employee on leave of more than three (3) days shall not be contacted for voluntary overtime, but shall be charged for overtime work during such leave, as long as the employee comes up for overtime work during that period. However, an employee on holiday leave, jury duty, vacation leave, compensatory time of three (3) workdays or less, or his/her regularly scheduled days off shall be contacted for voluntary overtime.
9. No employee shall work overtime that conflicts with his/her regularly scheduled duty hours.

B. General Information

1. Trading of overtime is normally not permitted. Trading of overtime is permitted for reasonable cause only if all of the following conditions are met:
 - a. Approved by the on-duty supervisor
 - b. Overtime slots are within the same workday
 - c. Both trading parties signed up for both time slots
 - d. No one else has signed up for the slots being traded
2. In accordance with federal law, the total accumulated overtime hours used to schedule overtime may be reduced to zero for the person(s) with the lowest number of hours in January of each year. All others will be reduced accordingly to manageable levels.
3. Employees who for any reason work beyond their regular shift ending time shall receive a fifteen minute rest period before starting an extended shift.
4. Whenever there is an extension of an employee's regular shift as a result of an emergency or scheduled overtime, breaks will be given in compliance with the CBA.

C. Scheduled Overtime

1. Scheduled overtime is any overtime which has been recognized at least 96 hours prior to the need. The need for overtime personnel is to be recognized as far in advance as possible. Once the need is recognized, a Notice of Overtime Availability form will be posted for a minimum of 72 hours.
2. Scheduled overtime in 24 hour operations will normally be in increments of 4 hours or less. Exceptions will sometimes need to be made for daylight savings time and emergency situations that require longer overtime increments.
3. Those interested in working specific overtime increments shall sign up for it in the applicable location.
4. Selections of overtime will be made no less than 24 hours and no more than 96 hours before the overtime increments are scheduled to start. The individual(s) with the lowest number of overtime hours will be afforded the available increment(s). When overtime hours are equal, increments will be awarded on the basis of seniority.
5. The earliest scheduled overtime increment available must be filled before other increments are filled.
6. Assigned overtime will be posted or noted in electronically. It is the responsibility of the individual employee to check the overtime assignments posted. Personnel who are on a scheduled day off or on leave may call the on-duty supervisor for information about overtime assignments.
7. Employees who are unable to report for scheduled overtime that is not connected to their end of their regular shift for which they have been selected due to illness or injury will be required to mark off and notify the on-duty supervisor at least one hour before his/her scheduled starting time.
8. Employees who are unable to work voluntary or mandatory overtime at the end of their regular duty hours due to illness or injury shall notify the on-duty supervisor as soon as possible and mark off accordingly.
9. In an emergency situation, an employee may have a legitimate excuse for being absent from a scheduled overtime assignment. Under this circumstance, the employee shall contact a supervisor as soon as it is realized that he/she cannot work the overtime. The supervisor will have discretion in determining whether the excuse is legitimate and excusing the employee from the work schedule.

10. Any employee who fails to report for scheduled overtime and has not marked off or been excused by a supervisor will be listed as away without leave (AWOL) and subject to disciplinary action.

D. Non-Scheduled Overtime

1. Non-scheduled overtime is any overtime that is not foreseen within 96 hours prior to the need.
2. Non-scheduled overtime shall be made available to individual(s) with the lowest number of overtime hours per the most recent overtime worksheet. On-duty supervisors will attempt to make contact using the telephone number(s) provided by the employee on the call-in list. Personnel may choose to use voice mail or answering machine, but must understand that the supervisor calling for overtime workers cannot wait for a return call and will continue to contact others on the list. Employees may list no more than two contact numbers. The employee should call the on-duty supervisor as soon as possible, and he/she will be offered the overtime if someone else has not already accepted it.
3. Non-scheduled overtime will normally be offered in 4 hour increments or less. Longer increments may be offered in emergency situations.
4. The manner of payment for non-scheduled overtime is dependent on the circumstances of the individual accepting it. Payment will be in accordance with the guidelines in the current CBA and the Fair Labor Standards Act.

E. Mandatory Overtime

1. Mandatory overtime is defined as overtime that cannot be filled on a voluntary basis. An exception to the application of mandatory overtime scheduling shall be permissible, with the approval of the on-duty supervisor, when a valid reasonable request is made by an employee.
2. A mandatory list or index of employees will be kept in order to determine who was mandated last.
3. The mandated overtime will be rotated in order to ensure fairness to all employees.

F. Hold Overs

1. A "hold over" is any overtime slot that must be filled when minimal notice has been received of a personnel shortage. Holding over of personnel for overtime purposes shall occur only as long as it takes to obtain an individual from the overtime call-in list.
2. Volunteers shall be sought from personnel on-duty who are on the call-in list.
3. If there are multiple volunteers, the person with the lowest number of overtime credits will be held over. If there are no volunteers to work overtime, then the offer will be made to on-duty employees not on the list.
4. If no volunteers are found, the next to be mandated will be held over, unless the additional hours will cause the employee to work longer than 16 consecutive hours. In this case, the next available employee will be held over to work.

G. Overtime Worksheet

1. The overtime worksheet shall be updated after each overtime slot selection is made.
 - a. The worksheet shall list all participating individuals in rank order according to the number of hours credited overtime.
 - b. When hours are equal, overtime will be awarded on the basis of seniority.
 - c. Outdated worksheets shall remain available for review for a minimum of three days.

2. An individual will be credited with the overtime if:
 - a. The individual works the overtime.
 - b. The individual has fewer overtime hours than the individual(s) assigned to the posted overtime increment, and the increment does not conflict with his/her regular duty hours.
 - c. The individual has fewer overtime hours than the individual(s) who accept non-scheduled overtime, and the overtime does not conflict with his/her regular duty hours.
 - d. No individual will be credited for more than eight (8) hours of overtime worked on a scheduled workday and 16 hours of overtime worked on any nonscheduled workday (day off).
 - e. Overtime credit hours shall continue to be assigned to individuals while they are on vacation leave, sick leave, substitute time, or any other leave. Employees can be charged 16 hours on scheduled workdays and 24 hours on nonscheduled workdays if any employee does not accept eight (8) hours on a scheduled workday and 16 hours on a nonscheduled workday. The sole exception is military leave not exceeding 21 days. No overtime credit shall be applied to any person on military leave for less than 21 days.
3. In the event overtime is canceled, the individual who was scheduled to work and anyone charged for that time block shall be credited for the number of hours charged.
4. No person shall knowingly circumvent established procedures. However, it is possible for an individual to be credited overtime pursuant to nonscheduled overtime procedures and credited with scheduled overtime on the same day. In that situation, the individual will be credited with all applicable hours.

2.02 Breaks

- A. Lunch and rest breaks will be taken as defined in the employee's respective CBA. Personnel will not take a lunch break during the last two hours of his/her shift, nor will they take a lunch break if they work 4 hours or less.

2.03 Assignment Transfers

- A. All transfers will be made in accordance with the applicable CBA. Personnel are to be familiar with their respective collective bargaining agreement regarding seniority and transfer rights.
- B. Participation
 1. An employee may exercise his/her classification seniority rights for the purpose of asking for an assignment change no more than once within a 90 day period unless a new employee is hired. The 90 day period begins once the assignment has been accepted.
 2. New hires have no seniority during their probationary periods. After completion of the probationary period, a new hire's seniority date shall be the date of hire that was used to compute the probationary period. A new hire just released from his/her coaching program will select from remaining available assignments after all other more senior employees have had the opportunity to bid on those same assignments.

C. Procedures

1. All vacancies to be filled will be posted electronically by email for a minimum of 72 hours. Only names responding to the email will be considered for the vacancy. An employee may withdraw from consideration but must do so within 48 hours after the posting is removed. Thereafter, the employee must accept the assignment.
2. Vacancies will be filled on the basis of classification seniority from the original date of hire or adjusted seniority date. If an employee has bid on more than one assignment change and is senior on more than one, the employee will be asked and given the assignment they prefer. He/she would then withdraw from the other posting(s).
3. The effective date of the transfer will be posted via email and will serve as official notification of the effective date. Personnel will transfer holidays and annual leaves when changing assignments. Changes in assignment may require personnel to celebrate a holiday on a different day than originally intended.
4. Once the posted assignment has closed and selection is complete, a supervisor will notify the appropriate employee of the selection.

2.04 Leave Time

- A. All employees are to be familiar with and follow the Division Directives and their current CBA regarding leave time.
- B. General Information
 1. All leave time will be taken in no less than in one-tenth hour increments.
 2. Employees may look at their shift leave calendar but are not allowed to make any changes to the calendar without the express written approval of his/her supervisors.
- C. Scheduled Vacation
 1. The vacation year shall end at the close of business on the last day of the first full pay period that begins in the month of January. Employees are allowed to schedule separate annual leaves during a vacation year, scheduling no more hours than the current yearly accrual rate for the individual involved.
 2. Substitute time will not be approved for annual vacation time or to extend an annual vacation.
 3. After annual vacations are selected and approved, unit supervisors will provide a copy of approved annual leaves to each of their employees.
 4. A previously approved vacation may be canceled due to unforeseeable or exigent operational needs.
 5. All employees who desire to take scheduled vacation or scheduled holiday leave are expected to request the proper vacation, compensatory, or holiday leave(s) for the scheduled vacation/holiday no later than 14 days before the scheduled leave begins, as outlined in Division Directive 8.01. Failure to do so may result in the leave being forfeited.
- D. Holiday Leave will be governed by the current CBA.
- E. In specific work agreements, employees are guaranteed a minimum of five (5) holidays off during a calendar year. Holidays that fall within a scheduled vacation will count towards the minimum total.
- F. Holidays off will be scheduled by seniority during November for the following calendar year after the first round of annual vacations is scheduled.

- G. Personal Business Day leaves will be taken in accordance with the employee's respective CBA. Management reserves the right to redline and/or limit leaves for certain predetermined dates, based upon operational needs.
- H. Casual Leaves
1. Casual leaves are not guaranteed and are granted at the discretion of the shift supervisor. A previously approved leave may be canceled due to unforeseeable or exigent operational needs.
 2. Normally, the number of leaves approved will not let the staffing levels fall below the predetermined minimum staffing levels. This number may be reduced or expanded ahead of the actual date based on staffing needs only with the approval of a unit supervisor or bureau manager. Under exigent circumstances, the shift supervisor may allow an additional casual leave due to a valid emergency situation and only after considering staffing needs. Deviation will be explained to the supervisor's chain of command as soon as possible.
 3. Overtime will not normally be authorized to allow someone to take casual leave exceeding the authorized staffing levels and not without prior approval. Requests must be in writing and will be routed through the chain of command to the Records Bureau Manager.
 4. Employees are to submit all casual leave requests to their shift supervisor only during their regular shift hours and at least 24 hours before the leave is to take place, except when exigent circumstances exist. Employees may call their supervisor or may ask another employee to fill out a leave request and submit it to the supervisor as long as it complies with the previously listed time policy.
 5. Employees must submit a leave slip when requesting time off rather than casually asking a supervisor if time might be available.
 6. Supervisors shall review the leave requests for casual leave each work day and approve or disapprove the leave before the end of the shift. It shall be the employee's responsibility to check and confirm that his/her time has been approved or disapproved.
 7. If a request is denied, the supervisor will indicate in the 'note' field of the electronic time keeping system if the request was first denied, second denied, etc. If casual leave time later becomes available for that date, the supervisor will offer the time off to the first denied person, then to the second denied person, and so on, regardless of the number of hours originally requested. Deviation from this course of action must be based on exigent and valid grounds and will be explained by the supervisor to the employees affected by the change.
 8. Supervisors will review casual leave requests to ensure that persons are not routinely requesting then canceling approved leave that prevents other employees equal access to time off. Employees are encouraged to notify their supervisor as early as possible when they want to cancel a previously approved leave request.
 9. Supervisors can approve casual leaves which were previously disapproved by another supervisor only if the following conditions are met:
 - a. A change in the staffing levels on the date and time originally requested has resulted in the ability to now approve the previously disapproved leave.
 - b. The supervisor who had originally disapproved the casual leave request is not scheduled to return to work prior to the date and time requested for the casual leave.

10. Employees are to notify the on-duty supervisor if they are reporting for duty on a day for which they received approved leave. The supervisor will cancel the request in the electronic timekeeping system.
11. Employees may request casual leave 30 days in advance of the date desired off.
12. Employees may also submit a letter through the chain of command to the Records Bureau Manager requesting permission to submit a casual leave request more than 30 days in advance. Such requests should explain the circumstances as to why such arrangements must be made more than 30 days in advance. Generally, this is to allow someone to make travel reservations.

2.05 Annual Vacation/Holiday Request

- A. During the month of November, the annual vacation/holiday selection will begin for the upcoming year, with final approval coming in December. Employees will be given a holiday and vacation schedule form to complete and return to their supervisor.
- B. Employees will complete their annual vacation(s) choices. If an employee chooses a vacation in the first round that includes one of the observed holidays, then that holiday will count as one of his/her five guaranteed annual holidays.
- C. Management reserves the right to redline and/or limit the amount of annual leave requests for predetermined dates due to operational needs.
- D. Instructions for Vacation/Holiday Schedules
 1. The vacation year shall end at the close of business on the last day of the first full pay period that begins in the month of January
 2. The vacation year will include the holiday of New Year's Day and usually Martin Luther King Day of the following year.
 3. Selections for annual vacations and holidays are based on seniority.
 4. Personnel may only schedule as many annual vacation days equal to the number of vacation days they may earn in a year. Personnel should refer to the applicable CBA for current accrual rates. Also, if accrual rates change for some employees during the year, they will be allowed to schedule the amount from their new accrual rate.
 5. Annual vacation will be scheduled and granted first by seniority.
 6. If the supervisor is able to grant the first choice exactly as requested, there is no need for the supervisor to contact the employee. Upon notification of the scheduled vacation, the involved employee will have 5 days to submit his/her holiday request.
 7. If the supervisor is unable to grant the exact first choice, they will contact the employee to reach an agreement on the date. Supervisor will not go to the second choice automatically without verifying it with the employee.
 8. Vacations will be granted while maintaining the minimum staffing levels.
 9. After everyone has been granted one scheduled vacation, the supervisor will proceed with holiday scheduling. Each employee will choose his/her holidays and list them in order of preference on the scheduling form. Each employee is entitled to five (5) holidays with his/her birthday counting as one. Once completed, the form is returned for processing.
 10. Supervisors will look at the holiday requests of the most senior person and approve his/her requests until the guaranteed five holidays are granted, and then will move on to the next senior person.
 11. Any contractual holiday(s), including those that may have fallen in the next calendar

year will count toward the five guaranteed holiday total for the calendar year they fall in.

12. Because of the contractual requirement to guarantee five holidays to each employee, supervisors are forced to stack granted holiday leaves on the nonprime holidays. For example, supervisors can safely grant more holiday leave on Veterans Day, knowing most opt to work that day rather than take it off.
 13. Supervisors administer holiday leave as defined by the applicable CBA. For example, if the holiday falls on the person's first day off, then his/her holiday is the day before.
 14. After all the holidays are granted, supervisors will offer a second scheduled vacation to all employees who have not exhausted their allotted annual vacation days based on each individual's accrual rate.
 15. Supervisors will call each employee in by seniority and show him/her the granted first vacation and holidays to see if a second vacation can be scheduled.
 16. Supervisors cannot approve any period of time for a second vacation that includes a holiday not granted to that employee.
 17. Supervisors will allow employees to schedule all of their allotted vacation days, even if that means doing more rounds of annual vacation bids.
 18. The schedule of vacations and holidays must be completed by November 30.
- D. Final Vacation and Holiday Schedule
1. Upon completion of scheduling, supervisors will make a list of holiday and vacation schedules in chronological order by month.
 - o NOTE: Consistency of this process across all shifts is essential.

2.06 Substitute Time

- A. All employees are to be familiar with and follow the Division Directives and their respective collective bargaining agreements pertaining to substitute time.
- B. Participation
1. Probationary employees that have successfully completed training and have been released from the coaching program may participate in the substitute time program. The probationary employee's immediate supervisor may deny any substitute time(s) for that employee based upon the need to observe the employees work during the probationary period for evaluative purposes.
 2. Employees working substitute time maintain their own seniority number and position on the mandate list. Thus, if mandatory overtime is necessary and the employee working is the next to be mandated, then that individual will be mandated to work, unless in conflict with other applicable policies.
 3. Personnel unable to work mandatory overtime due to medical restrictions are prohibited from working substitute time for another employee while the medical restrictions are effective. Personnel may work substitute time for an employee on medical restrictions only if the employee on medical restrictions worked for the person before the restrictions began, or can fulfill the substitute time within 90 days of the tour worked for them.
- C. Procedures and Policies
1. Time taken off by trading time is not considered leave time. Personnel off on substitute time will still be called for nonscheduled overtime they may be eligible for.

2. Employees will submit a "Notification of Substitute Time Agreement (form A-20.103) to their immediate supervisor no more than 30 days and no less than 48 hours before the first tour of duty involved in the date of the substituted time. Exceptions are only if an emergency exists and the on-duty supervisor approves the trade.
3. Personnel will not use substitute time to cover their scheduled vacations/leaves. Personnel desiring to take a scheduled vacation/leave will use vacation and/or other accrued leave time.
4. Personnel will not use substitute time to extend any scheduled leave, annual vacation, holiday, or casual leave. This means that substitute time cannot be used next to vacation, holiday, or compensatory leave, nor can substitute time be used next to regular days off that would result in an extension of vacation, holiday, or compensatory leave.
5. Employees cannot schedule time trade agreements in any way that would cause them to work more than 16 hours in a 24 hour period.
6. Employees will not schedule more than two days of substitute time in a 7 day period.
7. Both employees will fulfill the substitute time agreements within 90 days of the first tour of duty involved.
8. If an employee is unable to fulfill a substitute time agreement, the employee regularly scheduled to work will be responsible for either working the affected tour of duty or submitting a new time trade agreement before the affected tour of duty and notifying the on-duty supervisor of the change.
9. Employees scheduled to work a substitute time agreement for another employee will receive discipline if they show up late to work, or fail to report to work on the date of the agreement. The employee originally scheduled to work and who requested the time trade will be disciplined for AWOL.
10. Substitute time will be canceled when either employee trading shifts marks off the day before or the day after the trade is scheduled, has been or will be on extended medical leave, or meets the standards for sick leave abuse.
11. Employees demonstrating an abusive pattern of marking off from their regular shift or any overtime assignment and marking up to work a substitute time agreement in conjunction with their shift or overtime assignment are subject to discipline and a loss of substitute time privileges for 365 days.
12. Employees may not schedule substitute time or leave time next to suspension dates as it would extend their time off without returning to work.

2.07 Sick and Injury Leave

- A. All employees will be familiar with and follow Division Directives and their respective CBA pertaining to sick and injury mark-offs.
- B. Notifications
 1. Employees marking off/up sick or injured are required to call the Information Desk as required in Division Directives. Employees will notify the Information Desk if the mark off includes scheduled overtime and report the number of scheduled overtime hours affected by the mark off. In addition to calling the Information Desk, personnel are also required to complete the following:
 - a. Employees who work in a 24 hour operation are required to call the on-duty supervisor of the unit at least 1 hour prior to their scheduled starting time to advise them of the mark-off or mark-up.

- b. All other employees are required to call the on-duty supervisor of the unit 30 minutes prior to their scheduled starting time and advise of the mark-off or mark-up.
 2. When marking off, it is also the responsibility of the employee to cancel substitute time in accordance with the personnel policy.
 3. When marking off sick, it is the employee's responsibility to inform the on-duty supervisor of any posted overtime requests and/or selections which the employee has signed up for that may be affected to ensure other staffing arrangements can be made.
 4. Employees are required to mark off at the Information Desk when marking off for scheduled overtime. When marking up, the employee must also inform the Information Desk of how many total overtime hours the employee will be absent.
 5. Supervisors are required to notify the Employee Benefits Unit (EBU) when an employee is marked off Family Medical Leave Act (FMLA) for scheduled or mandatory overtime.
- E. General Information
1. The Division may allow an employee to substitute other leave time for sick time if all available sick time has been expended. Substitute time is granted solely at the discretion of the Division and requires prior written approval.
 2. Sick-in-family mark-offs for family members who are dependent on the employee for his/her health or well-being, other than those listed in the contract, may be requested by the employee prior to the mark-off and will be decided upon by the appointing authority, following FMLA guidelines.
- F. Disability Leave
1. Employees on disability leave shall maintain biweekly contact with their immediate supervisor during the period of time they are disabled.
 2. When possible, employees on long-term sick leave shall notify their immediate supervisor at least seven days before their expected return to work date to confirm that date.
- G. Injury Leave
1. On-duty injuries, both original and recurrent, must be reported to the employee's immediate supervisor no more than two working days after such an injury occurs.
 2. Employees must submit a Health Care Provider Report of working ability (A-31.144) approving a return to work from injury mark-offs, regardless of the length of the mark-off. For old injury mark-offs, a packet must also be completed by both the physician and the employee. These packets are available in the EBU.
 3. Employees on injury leave shall maintain biweekly contact with their supervisor during the period of time they are injured.
 4. Employees shall notify their immediate supervisor at least seven days before their expected return to work date to confirm that date.
- H. Medical Restrictions
1. After returning to regular duty following sick leave, injury leave, or restricted duty, all personnel must submit a Health Care Provider's Report of work ability to their immediate supervisor stating they are capable of returning to duty. Submit a second physician's note directly to the EBU that states the nature of the illness and that they are capable of returning to duty.
- I. Family Medical Leave Act

1. For information regarding the FMLA, employees should reference the respective CBA or contact the Division's Employee Benefit Unit.
- J. Sick Leave Without Pay
 1. Employees under FMLA may be granted sick leave without pay after exhausting their paid sick, vacation, injury, and/or disability leaves. With a request that is supported by proper medical documentation, sick leave without pay will be granted to FMLA eligible employees up to the maximum period permitted by the FMLA policy (12 weeks of leave per rolling 12 months period) minus any FMLA-qualifying time off already charged to paid sick leave, vacation, injury, or disability leaves. If the illness or injury continues beyond the maximum time period authorized by the FMLA policy as set forth in the employee's collective bargaining agreement, the City may, at its discretion, grant additional unpaid leave extensions upon request. Sick leave without pay that is not covered under FMLA will not be granted to full-time employees and such absences may result in disciplinary action.

2.08 Dress Code

- A. All personnel will dress according to the guidelines set forth in the Division Directives. Those personnel provided a uniform will be required to wear one. Units approved by the Chief of Police to deviate from the Division's dress code must follow the applicable guidelines set forth in this SOP. There are times when temporary deviation from this policy may be deemed acceptable. On those occasions, permission must be obtained from the Bureau Manager prior to digressing from the dress code.
- B. ID Unit deviation – In addition to the Division Directives, ID Unit personnel will adhere to the following:
 1. Personnel are not required to wear ties.
 2. Open-toed shoes and t-shirts are prohibited.
 3. Casual business attire is acceptable.
- C. Personnel may also wear jeans and tennis shoes in accordance with the Dress Down Friday program; however, t-shirts and open-toed shoes are still prohibited.

2.09 Email

- A. All employees will check and read their e-mail within the first hour after arriving to work and within the last hour of the workday. Necessary replies will be made in a timely manner.

2.10 Keys, Office Access, Lockers, and Storage

- A. All employees have been issued keys to their specific work area. Employees are not permitted to loan their key(s) to anyone. If a key is lost or misplaced, a supervisor must be notified at once. If access to a specific area is required, a key can be obtained through the chain of command or from the on-duty Patrol Administration Sergeant.
- B. Personnel shall maintain their assigned lockers, storage, and work areas in a reasonable condition and shall not post offensive or inappropriate material anywhere on Division/City of Columbus property.

Section 3 – AFIS/MORPHO Unit

3.01 Duties and Responsibilities

- A. The Fingerprint Specialist (AFSCME Bargaining Unit) works variable hours and is responsible for the operation, planning, and actions of all aspects of the AFIS. He or she is also technical coordinator for Mobile Fingerprint Devices, Live Scans, and Mugshot systems. The AFIS Specialist reports to the Identification Section MAII and his/her other duties include:
1. Completing monthly, annual, and special reports relating to the systems listed above.
 2. Coordinating AFIS activities to include training for ID personnel and the Latent Prints Unit.
 3. Coordinating Mugshot system activities within the unit, Photo Lab, and Division wide.
 4. Maintaining system operations as it relates to supervision, backup, preventive maintenance, report generation, expansion, remote site coordination, diagnostics, restoration, troubleshooting, and enhancements.
 5. Coordinating interaction with outside agencies to include the interface with BCI&I and the FBI.
 6. Managing of the AFIS aspects of the Latent Print Unit.
 7. Assisting with the creation of new and amended AFIS-related procedures and policies.
 8. Responding to requests and inquiries from other agencies.
 9. Conducting research on AFIS technical advancement and updates.
 10. Attending related meetings and functions.
 11. Aiding in preparation of the annual budget.
 12. Is required to maintain LEADS certification as an INQ w/CCH as required by LEADS control.

3.02 Mobile Fingerprint Devices

- A. Mobile fingerprint devices are designed to capture fingerprint images and transmit them to a central AFIS database for search. The AFIS Specialist is responsible for the following with regard to mobile devices:
1. Providing assistance and training to Division personnel.
 2. Overseeing and monitoring the activities of the mobile devices.
 3. Resolving equipment issues and reporting problems to the AFIS vendor.
 4. Preparing policies and procedures related to mobile device usage.
 5. Recording and compiling statistical data pertaining to the use of the mobile devices.
 6. Responding to requests and inquiries from other agencies on the functions of the mobile devices.
 7. Conducting tests of new or improved equipment and software.

Section 4 - ID Unit

The Identification (ID) Unit operates 24 hours a day, 365 days a year, and is responsible for the collection, comparison, and management of digital and inked fingerprint and palm print impressions for the purpose of identifying persons for the Division of Police. The ID unit is made up of 3 shifts (First, Second, and Third). Each shift is supervised by a Fingerprint Technician Supervisor (FPTS) who reports directly to the Records Management Bureau Manager. The organizational chart on page 3 depicts the alignment and chain of command in the ID Unit. The ID Unit works in conjunction the AFIS Specialist.

4.01 Responsibilities

- A. The verification of an individual's identity is the main function of the Identification Unit. It will take priority over any other function. The unit provides services to the public, to other bureaus and units within the Division of Police, and to other law enforcement agencies. These services include:
 - 1. Fingerprinting, photographing, and identifying persons in police custody
 - 2. Providing information about subjects to law enforcement personnel
 - 3. Making latent comparisons
 - 4. Fingerprinting civilians for various reasons
- B. This is not an all-inclusive list, but rather a broad definition of the mission and function of the unit. The function of identity verification is of prime importance to the unit's operation. Fingerprint Technicians are reminded to always use a magnifying glass to make visual comparisons.
- C. This section is designed to provide identification personnel with broad written guidelines that describe their job functions and the procedures that are necessary to perform their jobs. It is not intended to supersede information provided in Division Directives, the current CBAs, or any law. This manual is an inspectional item and must be kept current. Any violations of this manual could be the basis for disciplinary procedures. The information for this manual was developed, collectively, from members of this Unit. His/her input was invaluable in the construction of this manual. An SOP, by nature, should be in a constant state of change, reflecting improvements in the operation of the Unit. Any suggestions for change will be considered. If it is not covered by law, Division Directives, or this SOP, common sense and training and experience will dictate an employee's actions. A supervisor should be contacted as soon as possible in the event uncertainty arises.

4.02 Classifications and Job Descriptions

- A. Classifications:
 - 1. Fingerprint Technician Supervisor (FPTS) (AFCME Bargaining Unit)-
Works an assigned shift and is responsible for the planning, staffing, and all operational aspects related to that shift. The first shift FPTS is responsible for the supervision of the clerical unit to include one Office Assistant (OAI). The FPTS reports directly to the ID Section MAII. Other duties include:

- a. Approving/disapproving leaves for his/her shift
 - b. Planning annual leaves and holidays
 - c. Planning the unit's staffing levels (shift/days off)
 - d. Inspecting the Fingerprint Technicians and Fingerprint Technician Trainees (FPT and FPTT) work on his/her shift
 - e. Assisting with daily work of the FPT at the discretion of management
 - f. Handling any problems that arise during his/her shift
 - g. Attending staff and other meetings and training
 - h. Training and evaluating the work of newly hired FPTTs
 - i. Assuming the responsibilities of a supervisor's level of authority when needed to assist in accomplishing the mission of the ID Unit
 - j. Ensuring inspections are regularly performed of all prisoner processing and holding rooms for cleanliness, contraband, and general condition of the facility
 - k. Review the procedures of the holding and processing rooms at least annually and forward the results through the chain of command.
 - l. Maintaining LEADS certification as required by LEADS as a INQ w/CCH operator.
2. Fingerprint Technician (AFSCME Bargaining Unit) – FPTs work an assigned shift and is responsible for the processing of prisoners, entering information into various computer databases (AFIS, Mugshot, local CCH database, OHLEG, etc.), assisting law enforcement officers in their duties, fingerprinting and photographing new employees and vendors accessing Division facilities, and providing assistance to the public by providing fingerprinting services for background checks. FPTs report to a FPTS. All FPTs are required to maintain LEADS certification as required by LEADS control as a INQ w/CCH.
 3. Fingerprint Technician Trainee (AFSCME Bargaining Unit)- Is the first level in the structure of the Fingerprint Technician classification system. FPTT works an assigned shift, is evaluated regularly during training, and is assigned permanently at the conclusion of the training period. Each FPTT is evaluated in accordance with the probationary guidelines during his/her one year probationary period. At the successful conclusion of the probationary period a FPTT is eligible for to apply for the position of FPT if a position is available. During training, a FPTT is responsible to learn the duties and responsibilities of a FPT. Reports to an FPTS. Trainees are required to obtain and maintain LEADS certification as required by LEADS control as an INQ w/CCH operator.
 4. Office Assistant I (AFSCME Bargaining Unit) - Works an assigned shift and is responsible for coordinating the sealing and expungement of records, processing mail, typing correspondences, filing, answering phones, and relaying messages. The OAI reports to the first shift FPTS.
- B. The above duties and responsibilities are not all-inclusive and will be constantly updated. Other duties are outlined in the respective Civil Service classification description.

4.03 Prisoner Processing Procedure

- A. The most important function that the ID Unit provides is the processing of prisoners. The following procedures are broad and highlight important areas of this function. The primary objective is SAFETY. FPTs will not use or have an officer use force to obtain fingerprints and/or photographs. ID Unit personnel will not process any prisoner that exhibits signs of violence and is not in the complete control of the transporting officer. It is the responsibility of the transporting officer to provide a completed Arrest Information Form (U-10.100) prior to the prisoner being processed. ID Unit personnel will not process prisoners without a completed U-10.100.
- B. Officers will make entry into the ID Unit prisoner holding areas and secure their weapons and Tasers. ALL PRISONERS WILL BE HANDCUFFED UPON ENTERING ID ROOMS. Separate holding rooms are provided to ensure separation of male, female, and juvenile prisoners. Prisoners have access to a restroom facility and water. The officers will buzz the ID Unit and slip a completed U-10.100 under the door to the processing room. The FPT will check the U-10.100 to make sure all required information has been completed. Make one copy of the U-10.100 and, utilizing the provided information, check local CCH database for a previous file ID number and LEADS in an effort to confirm identity. An electronic U-10.100 sent to an ID Unit printer from a remote location will be handled in the same manner as listed above.
- C. The ID Unit will process any adult prisoner regardless of charge, but a charge or suspected charge must exist and be listed on the U-10.100. The legal responsibility regarding probable cause or reasonable suspicion lies with officers, not the ID Unit.
- D. Two FPTs are required to process a prisoner. One FPT will enter the empty prisoner processing room and enter the required data into the Live Scan system. The second FPT will prepare to take the photograph and update information in the Mugshot system. At no time will a FPT be left unattended, either by the officer in the room or the FPT operating the Mugshot system. Once an FPT begins to process a prisoner, the process will continue until the entire processing procedure is completed. No one will stop the fingerprint processing procedure and turn the process over to another FPT unless there is an emergency. The end of a shift does not constitute an emergency. If an employee has to work overtime to finish the fingerprint process, then he/she will do so.
- E. Once completed, the FPT will exit the processing room and buzz the officer and his/her prisoner into the processing room. The officer will shackle the prisoner to the designated leg shackle and then remove the handcuffs. If flex cuffs are used, they will be removed by the officer using side-cut wire cutters, which are located by each Mugshot capture station. ID Unit personnel will not enter the prisoner processing room with a prisoner unless the prisoner is secured and an officer is present. The FPT can then obtain the prisoner's fingerprints via the Live Scan system. Once completed, the prints are sent to the AFIS verification station for processing. The FPT will also obtain inked palm prints and a set of inked fingerprints on all prisoners who do not have two sets of each previously on file. Major case prints will be obtained upon request of the detective. Major case prints will also be taken when the subject is charged with any of the following crimes: homicide, kidnapping, home invasion, any robbery charge, felonious assault, abduction, manslaughter, rape, and assault on a police officer, gross sexual imposition, and carjacking. This includes any "complicity to" and/or "attempt of" the above listed charges.

- F. A second FPT will obtain the prisoner's photo image and complete the data information on the Mugshot system. This FPT will remain at the Mugshot station until the process is complete and everyone has cleared the room. This is to ensure safety for all involved.
- G. If the prisoner is a repeater, two FPTs will compare the fingerprints taken from a previous arrest to those just taken. Both the FPT operating the Mugshot system and the FPT who obtained the prints will initial and date verification of the positive identification.
- H. New and repeat prisoner prints will be searched in the AFIS computer as soon as possible for immediate verification. If a previous ID is not found, add the prints to the AFIS database.
- I. If there are candidates, verify. If a hit, then:
 - 1. Pull the original local card and/or ID file and again verify the fingerprints to ensure the accuracy of the ID number.
 - 2. Do not enter the new card into the AFIS database unless the new ID number will replace the old one.
 - 3. Make needed corrections in the Mugshot system.
 - 4. Notify the arresting officer immediately.
- J. If a fingerprint record does not properly transmit from the Live Scan system to the AFIS system, or a fingerprint match on a repeat offender is not made in AFIS when a set of matching fingerprints exists, the following procedures will be followed:
 - 1. New Prisoner (Adult or Juvenile) – If the fingerprint card was not transmitted to AFIS, manually print FBI and BCI ten-print (fingerprint) cards from the Live Scan to send the charges to the state. Scan the ten-print card into AFIS. If there is not a fingerprint match, then process the record through the workflow as normal, and send in the cards to the State. Forward the jacket to an ID Unit Supervisor with a note explaining the problem.
 - 2. Repeat Offender (Adult or Juvenile) – If a repeat offender does not register a hit in AFIS, leave it in the queue and double verify the prints manually. Print all the fingerprint cards needed from the Live Scan system and send the charges to the Bureau of Criminal Investigation and Identification (BCI&I). Process the record through the workflow as normal. After the cards have been printed, forward the jacket to an ID Unit Supervisor with a note explaining the problem.
 - 3. Locked records, duplicate ID numbers, or any other problems discovered will not be placed in the AFIS Specialist's tray without first being reviewed by an ID Unit Supervisor.
- K. Once a fingerprint comparison has been made, print out one Photo Management Card and use the stamp provided to stamp "FCSO" on top of this sheet. This photo is to be given to the Franklin County Jail as confirmation that the arrestee was fingerprinted.
- L. One local card will be printed from the Live Scan system on each prisoner processed. Any charges accepted by the state will be electronically transmitted to the state.
- M. Some of the Division's prisoners are processed by the Franklin County Sheriff's Office (FCSO). Once FCSO electronically transmits the prints to the Division's AFIS, it will be processed through our AFIS computer. If new, assign an "M" ID number from the book located at the AFIS work station and transmit charges to the state. If a repeater, verify in AFIS and transmit to the state.
- N. Unidentified/Unknown Persons (John/Jane Does)

1. With respect to prisoners charged solely under Ohio Revised Code, fingerprints of unidentified/unknown prisoners will be faxed to the Federal Bureau of Investigation (FBI) in an attempt to determine their identity under the following circumstances:
 - a. A local AFIS search results in no hits.
 - b. Searches through LEADS/NCIC result in no hits.
 - c. Other Internet searches produce negative results
 - d. The individual is being charged with a crime and will be transported to the Franklin County Jail for detention. As soon as the ID Unit receives confirmation of the prisoner's identity from the FBI, and no later than half an hour after such notification is received, the ID Unit will fax those results to the Franklin County ID Unit (614-525-3530) or the Jackson Pike ID Unit (614-525-6229).

4.04 DNA Collection

- A. Ohio Law requires DNA samples to be collected on all adult prisoners arrested by sworn personnel and charged with a felony crime.
 1. FPTs will collect DNA on all felony arrests executed by Division sworn personnel regardless of whether the Columbus Division of Police is the charging agency.
 2. All felony arrestees who do not have DNA on file with BCI, or DNA cannot be verified by fingerprints, will have DNA collected by the ID Unit at the time of the arrest.
 3. If the arrestee refuses to have DNA collected ID Unit personnel will make a copy of the U-10.100 and forward it to an ID Unit Supervisor.

4.05 Information Collection, Photography, and Information Sharing

- A. The ID Unit will record all visible tattoos by description in the Mugshot database during prisoner processing. Photos will be taken of any tattoos that may be used to help identify the prisoner at a later time as time permits. ID Unit supervisors will be the sole and final determinant about whether there is ample time available for additional photographs of tattoos. In making this decision, consideration will be given to the staffing and the number of officers waiting for prisoner processing.
 1. Multiple individual photos of tattoos over one area of the body should not be taken. Entire areas of the body can be photographed and cropped and/or expanded at a later time.
- B. If a prisoner (at the Division's direction or voluntarily) removes or alters clothing to show tattoos, we will document and take photographs of any tattoos that may be used to help identify the prisoner at a later time as time permits.
- C. Under no circumstances will ID Unit personnel request or allow a prisoner to voluntarily remove any clothing that may reveal private body parts or undergarments that cover private body parts to expose a tattoo.
- D. FPTs will support the efforts of officers, detectives, and external police agencies. Sharing information with other units is a vital part of this process.
 1. Photos of clothing cannot be added to the database.
 2. ID Unit personnel, when encountering information or intelligence they believe to be of value to another unit within the Division, will send the information only to their supervisor and he/she will review the information and forward it to the appropriate unit.
 3. ID Unit personnel will carbon copy (cc:) their supervisor when responding to any requests for specific information from sworn personnel.

4. Requests from civilian personnel should be forwarded to the shift supervisor and he/she will make the determination as to how the information will be released.
5. Photos from the Mugshot system should not be sent via email to anyone who has access to the Mugshot system (personnel within the Division, etc). Not only does this cause redundancy, but it also becomes an issue when a record needs to be sealed and photos are then contained in multiple locations.
6. All requests for information from outside the CPD must be accompanied by a LEADS teletype or a fax on agency letterhead as outlined in section 4.17, E of this SOP.

4.06 Voluntary Submissions

- A. When an officer or detective presents a person to be processed as a voluntary submission, it is necessary for them to provide a completed U-10.100.
- B. If the requesting officer wants a photo, assign a File ID number and process as normal. This includes obtaining Live Scan prints, inked fingerprints, palm prints, and major case prints as applicable. If inked prints are all the requesting officer needs, then give the prints back to the officer when finished. No ID number will be issued without a photograph.
- C. Adults agreeing to a voluntary submission must sign the Voluntary Submission form located on the back of the local fingerprint card.
- D. No voluntary submissions will be completed on a juvenile.

4.07 Confidential Informant (CI)

- A. When a person is brought into the ID Unit to be processed as a confidential informant, ID Unit personnel will do the following:
 1. Fingerprint the CI on the Live Scan system only.
 2. Use the name "John Doe" along with a dummy ID number for the Live Scan entry.
 3. Take a photo in the Mugshot training database (not criminal).
 4. Write the Mugshot booking number on the Live Scan ten-print card.
 5. Write the name and badge number of the detective processing the CI on the Live Scan ten-print card.
 6. Make a photo copy of the Live Scan ten-print card and give the copy to the detective along with two Mugshot photos.
 7. Immediately notify the on-duty supervisor to have the entry deleted and give them the ten-print card.
 8. If no supervisor is on-duty, e-mail all three FPTS personnel and the AFIS Specialist to inform them that a CI was processed. Slide the ten-print card under the FPTS office door.
 9. No records will be retained on CIs and they will not be noted on the Daily Log, Local CCH Database, AFIS, or anywhere else in the ID Unit.
- B. The Supervisor receiving the CI fingerprint card will:
 1. Seal the CI's record in the Mugshot training database.
 2. Conduct a comparison in AFIS.
 3. Add the fingerprints to the AFIS database with the dummy ID number.
 4. If the search returns any results with information different than what the CI was processed under, notify the detective listed on the fingerprint card.
 5. After 3 days delete the record from AFIS and Morpho Archival and Retrieval System (MARS) and destroy the fingerprint card.

- C. Division personnel shall not divulge the identity of persons giving confidential information to the Division except as directed by a Deputy Chief or the Chief of Police.

4.08 Deceased Print Verification

- A. On occasion, Crime Scene Search Unit (CSSU) personnel will bring prints to the ID Unit in an attempt to establish an identity on a deceased person when the Latent Print Unit is closed. FPTs are to enter the prints into the AFIS computer. If a hit is made, pull the inked ten-print card and compare the prints. Have a second FPT double verify and sign off on the card. Forward the ten-print card to the Latent Print Unit after verification is completed. If the hit is on another agency's prints, print out a card from MARS and follow the same procedure. Advise the CSSU personnel of the ID number that is associated with that arrest.

4.10 Identification Unit Public Service Office

- A. Records Unit, Public Records Unit, and ID Unit personnel are expected to work together to serve the customers as they arrive at the public service area. FPTs should be attentive to the public service counter whenever they are not serving other customers.
 - 1. Customers requesting records and reports should be provided with the proper request forms or referred to the next available Records/Public Records employee for questions that an FPT cannot answer.
- B. Payment and Cash Control
 - 1. No personal checks or credit cards are accepted.
 - 2. Each FPT will log into the cash register and perform actions only under their cashier number.
 - 3. The FPT who is assigned to the Public Service Area (referred to as the cashier for cash control purposes), should remove the change bank from the safe and count it to insure it is exactly \$200 (two-hundred dollars). Any discrepancies should be reported to a supervisor before opening for business.
 - 4. Cashiers may use the void function to correct entries, but may not use the refund function. Excessive voids may prompt an investigation.
 - 5. Cashiers are required to enter the amount tendered by the customer for each transaction.
 - 6. Cashiers are only authorized to use the Operator (OP) Key for daily sales operations. The Program (PGM) Key will be kept in the safe and used only at the close of the business day to run the end of day report (Daily Z).
 - 7. At the close of the business day, the cashier will enter the day's totals on the transaction log and then print the day's paperwork. They will count the money in the cash register and create a \$200 (two-hundred dollar) change bank for the next day. Finally they will count the remaining money from the cash drawer. The total of this remaining money should match the total on the day's paperwork.
 - 8. The cashier is not to run the end of day report. At the close of business a 2nd FPT (referred to as the auditor for cash control purposes), will go to the public service area, get the program key from the safe, run the end of day report, and confirm that the total on the report matches the daily total on the cashier's transaction log.
 - 9. The auditor will count and confirm the change bank is correct. Then they will count the remaining money and confirm that the amount matches the cashier's count as well as the Daily Z report and the day's paperwork. As long as the counts all match, the cashier and auditor should sign the transaction log.

10. Any discrepancies are to be reported immediately to a supervisor.
 11. Cash overages and shortages will be investigated by a supervisor.
 12. Once the money has been counted by both the cashier and the auditor, the change bank should be placed in a cash bag and secured in the locked safe.
 13. The proceeds, which should be the remaining cash, should be placed in the proceeds bag along with the Daily Z report and the day's paperwork. The proceeds bag should be secured in the locked safe and both the auditor and cashier should witness the entire process.
 14. At 8:00AM on the next business day, an FPT will remove cash proceeds bag and confirm it has the cash and daily Z report(s) from the previous day(s). These should be taken to the business office along with the transaction log for the corresponding day.
 15. Cash register journals should be removed from the register once they are full and secured in the locked safe.
 16. The completed request forms and total sheet are part of the day's receipts and contain the personal information of our customers. This paperwork should be secured in the locked safe after the close of business. These forms are to be filed in the ID Unit Supervisors' office the following business day, after Business Office has signed the form confirming the total is correct. Every effort should be made to keep these forms out of plain sight during regular business hours by using the provided folders.
- C. Requests for fingerprinting services will not be accepted after the posted closing times. These hours are posted on the window of the main lobby, on the informational recording, and the Division of Police website.
- D. Public Service Office ID Unit Procedures
1. All customers requesting fingerprinting services will be provided a copy of form S-33.119, WebCheck Background Check Request.
 2. The most current procedures for processing individuals in the public services area will be posted in the 2nd Floor Forms folder of the Division's S: network drive as a reference.
 3. Form S-33.119 must be completely filled out by the customer. Division employees will not provide any assistance with codes or other selections on the form. If the customer cannot complete the form, refer him/her to the organization requesting the background check.
 4. All adults must provide a government-issued photo ID, issued by a state or federal agency. This ID must be valid and in good condition. State driver's licenses, state-issued ID cards, and military ID cards are preferred. Passports may be accepted if they were issued in the United States and have a recent photo that represents the bearer's current appearance.
 5. FPTs are to use extreme care when entering information from form S-33.119 into the WebCheck system. Entry errors cannot be corrected and will require that the City of Columbus cover the cost for an additional WebCheck submission.
 6. All WebCheck background check services require FBI and/or BCI reason codes. In order to protect the City of Columbus from potential liability, FPTs are never to provide these codes to the customers. FPTs are also to never make any direct copy selections or other changes to what the customer provides on form S-33.119. If the customer cannot fully complete this form he/she must return to the organization requesting the WebCheck for assistance.

E. Services

1. The public service office will provide WebCheck background check services and inked fingerprinting services to the public.
2. The office can provide non-defendant letters for Columbus Police arrests that have fingerprints on-file or fingerprints taken at the time of arrest that the office can otherwise verify.
3. Adults and juveniles ordered by a municipal or common pleas court to be fingerprinted on charges filed by the Columbus Police, or charges that the Columbus Police has jurisdiction over, will be fingerprinted in the Public Service Office.
4. Division employees, Division applicants, and others accessing police facilities will be fingerprinted, photographed, and will be given WebCheck background checks in the Public Service Office.
5. Specific details about these transactions and the procedures for completing each transaction will be maintained in the 2nd floor Policies and Procedures Manual located on the S: network drive. This manual will be updated with the most current information as laws and the division's needs change.

4.11 Fingerprinting at Franklin County Municipal Court

- A. Fingerprinting begins at 8:30AM, Monday through Friday.
- B. FPTs will leave from headquarters by using the city-provided vehicle, public transit (the C-Bus), or walking. Driving of personal vehicles to the court is not permitted.
- C. Fingerprinting is done on the 4th floor of the Franklin County Municipal Courthouse in room 4C.
 1. Live Scan records will be created by the municipal court employees. However, records for individuals not appearing on the docket who are ordered to be printed will need to be created by ID Unit personnel.
 2. If the docket has not been loaded by the municipal court employees, FPTs will notify the ID Unit supervisor. FPTs will still process and load records as needed to ensure all defendants are fingerprinted.
 3. Violations of the Division's fingerprinting agreement will be addressed by the Bureau Manager and the clerk of courts.
 4. A clerk will be present during processing. Defendants needing processed will approach the service window and the clerk will assign them a number.
 5. The FPT will announce the number of the person to be processed.
 6. The defendant will enter the room with his/her number and paperwork. The FPT will find the name in the computer and open the record. If a record has not been loaded, a booking will need to be created at that time. Once the record has been created or opened, the fingerprints will be scanned into the system.
 7. Once printing is completed, the FPT will sign the court order and return it to the defendant.
 8. This process continues with the next defendant until everyone waiting has been fingerprinted.
 9. Questions pertaining to charges or orders to be printed should be referred to the clerk.
 10. Equipment or network issues should be reported to the clerk of courts and an ID Unit supervisor.
 11. DNA will be collected at the court for any felony suspects that are ordered to be

fingerprinted and do not already have DNA on file with the State of Ohio.

4.12 ID Alerts

- A. ID Alerts are requested by detectives as a way to be contacted when a subject is processed. Alerts are to be deleted upon notification of the arrest to the requesting detective.
- B. Adding an ID Alert
 - 1. Detectives requesting an ID Alert will provide ID personnel with all pertinent information.
 - 2. The ID Alert must include a report or incident number as well as the requesting officer's contact information.
 - 3. The FPT will add the alert to Mugshot in the notes field of the "General" tab section of the most recent booking.
 - 4. Then the FPT will add the words "ID Alert" in the local CCH database under the alerts heading.
 - 5. The FPT will add the alert to the narrative (NARR) page in local CCH database with the contact information and report number.
 - 6. After the CCH and Mugshot entries have been made, the FPT will notate the ID Alert on the outside of the ID jacket.
 - 7. Once completed, the FPT will date and initial the ID Alert and file the ID jacket.
- C. Contacting the Requestor
 - 1. When a person with an ID Alert is processed, it is the responsibility of the ID Unit to contact the appropriate personnel as noted on the alert.
 - 2. Relay all pertinent information and inform the requestor that the alert will be deleted at that time. If the requestor is not able to be reached, leave a voicemail message about the alert and follow through with speaking to someone from the respective unit or bureau. An email will be sent to the requestor to notify him/her that the subject was processed and that the alert has been removed.
 - 3. If a detective requests that an alert remain on an ID jacket after he/she has been notified, he/she will be directed to speak with an FPT. ID Alerts will not be left on after a notification has been made except in the most extreme circumstances.

4.13 Juvenile Processing Procedure

- A. The guidelines for processing juvenile offenders and reporting juvenile offenses are documented in Ohio Law and are updated periodically. The Legal Advisor's Office will be notified of all changes, additions, and updates to laws concerning juvenile offenders. The ID Unit will process and maintain records of juvenile offenders who are arrested or otherwise taken into custody. The record will consist of fingerprints, palm prints, and photographs. Processing juvenile offenders is different from adult offenders. The process is as follows:
 - 1. The ID Unit will process juvenile offenders that are transported to Police Headquarters. Per legislation, "When the child is arrested or otherwise taken into custody for the commission of a felony offense or a misdemeanor offense of violence (other than traffic or a minor misdemeanor) law enforcement has the right to fingerprint and photograph the juvenile."
 - 2. A FPT will be responsible for retrieving the U-10.100. From this, the FPT will determine if the juvenile offender has ever been processed through the ID Unit. If the juvenile is a new offender, the ID Unit will issue a new arrest number. A supply of pre-

stamped juvenile records will be stored in the room with supplies.

3. Each time a juvenile offender is processed for an offense, FPTs will obtain a set of fingerprints and palm prints on the Live Scan system.
 - a. A juvenile record will consist of a local fingerprint card, a set of inked palm prints, and an inked ten-print card. Once two sets of inked palms and inked ten-prints are in the jacket, no future sets are needed unless indicated due to quality. A digital photograph will be captured and maintained in the Mugshot Juvenile Database with booking information from that date. The photograph is taken in the same manner as an adult, except it is stored in the Juvenile Database in the Mugshot system. All arrest information will be added to the local CCH database. The juvenile jacket will be filed separately from the adult files.
 - b. A disposition sheet with the incident tracking number (ITN) number will be given to the arresting officer for admission of the prisoner to the Court of Domestic Relations (CDR).
 - c. All felony and misdemeanor offenses of violence (several copies of the list are posted in the ID Unit as supplied by BCI&I) will be electronically transmitted to BCI&I.

B. Juvenile Repeat Offenders

1. The ID jacket will be pulled and the fingerprints will be double verified with the FPTs initials and date in the appropriate places. A ten-print card for each arrest will be kept in the jacket until the juvenile offender reaches 18 years of age or an expungement order is received.
2. The record will be submitted to BCI&I when charges meet the criteria established by law. Several copies of the list of applicable charges are posted in the ID Unit, this list is all inclusive. The charges listed will be submitted to BCI&I.
3. After the Juvenile ID number has been confirmed by a print search, arrest information will be noted on the back of the fingerprint card.
4. A copy of the disposition sheet will be forwarded to the Juvenile Court Liaison Officer.

C. New Juveniles

1. New offenders will be assigned a number from the ID Unit and the fingerprints will be searched through the AFIS computer.
2. The transmission will be made to BCI&I, if charges meet the criteria.
3. After the Juvenile ID number has been confirmed by a print search, arrest information will be noted on the back of the fingerprint card.
4. A copy of the disposition sheet will be forwarded to the Juvenile Court Liaison Officer.

D. Adults Arrested on Juvenile Cases

1. If an adult is arrested (or court ordered in for processing) on criminal charges that were committed prior to the suspect turning 18 years of age and filed in juvenile court, the following procedures will be followed:
 - a. Check the court system to see if the suspect has previously been processed on the charges; if he/she has been processed, the ID Unit will not process again.
 - b. Check the court system to see if the suspect has been adjudicated on that charge (felony or violent misdemeanor).
 - c. Check the court system for the date of the offense.
 - d. If the suspect has been adjudicated on the charge he/she is being arrested for (Felony or Violent misdemeanor) and has not been processed in ID, process as an

adult, noting the adjudication date in the Mugshot system along with the charge and case number.

- e. If the suspect has not been adjudicated, process as a juvenile.
- f. Since the Live Scan system will not accept an adult into the juvenile function, change the year of birth to allow for it.
- g. Type in the date of offense found in the juvenile court computer.
- h. In the Store and Forward system, change the “DOB” field to the actual date of birth.
- i. Make sure the date of offense is added on each charge.
- j. Proceed as usual.
- k. If the charge in the warrant is not a felony or violent misdemeanor as defined in the Ohio Revised Code, and there are no current adult charges, advise the officer to take him/her straight to CDR; the ID Unit will not process the prisoner.
- l. If the suspect is brought in on a juvenile warrant that requires processing as a juvenile and a new charge as an adult, he/she will need processed under an adult number and a juvenile number.

E. Auditing of Juvenile Records

1. The ID Unit personnel will audit records of juvenile offenders to comply with requirements established by Ohio law.
2. ID juvenile jackets will be pre-stamped for court disposition information to be recorded. Each entry will contain a date, the charge, and the final disposition of either “dismissed” or “adjudicated delinquent”. This information is important to determine if a record is to be sealed or converted to an adult record.
3. An audit of the records will be completed every 30 to 45 days.
4. At the beginning of each year (as agreed to with the Prosecutor’s office), a list of cases that cannot be disposed based on the information listed in the Juvenile Court Computer System will be forwarded to the Prosecutor’s Office.

F. Sealed Juvenile Records

1. The records of juvenile offenders who have reached 18 years of age and have not been adjudicated delinquent for a misdemeanor crime of violence or felony will be expunged. Records will be reviewed by ID Unit supervisors by accessing the Host on Demand system and the Juvenile Court system to make the determination.
2. ID Unit supervisors will complete the expungement of Juvenile records.
 - a. Delete the record in the local CCH database.
 - b. Seal the record in the Mugshot system.
 - c. Delete the fingerprint record from AFIS.
 - d. Seal the fingerprints in MARS.
3. All sealed juvenile ID jackets will be returned to the Franklin County Juvenile Court for destruction with a form letter attached. The form letter advises the court that the records are being returned to the court for destruction on behalf of the juvenile offenders who have not been adjudicated delinquent for the charges listed in Ohio law.

G. Juvenile Updates to Adult Number

1. Juvenile offenders who have been adjudicated delinquent for CPD charges of misdemeanor offenses of violence or a felony will receive an adult ID number once they reach 18 years of age.
2. Juvenile bind-overs ordered by the court to be treated as adults are an exception. These

juveniles will receive an adult number at the time of the court order. The ID Unit will maintain both juvenile and adult jackets in the case of a bindover.

3. If a person 18 years of age or older is arrested and has a juvenile record listing a disposition of adjudicated delinquent for a felony or violent misdemeanor as charged by CPD, then the juvenile record will be converted to an adult record at that time.
4. To complete the update:
 - a. Change the Juvenile ID number to an adult number in Mugshot system, AFIS, and on the fingerprint/palm print cards.
 - b. Write the disposition of each adjudicated case on the back of the jacket.
 - c. Dispose of the copies of U-10.100s inside the jackets.
 - d. Update the ID number with an adult number in the local CCH database and make reference to the old juvenile ID number. The old Juvenile ID number will also be in local CCH database with a reference to the updated adult number.
 - e. Note in the narrative adjudicated delinquent with the charge, case number, and date of adjudication.
 - f. Add any new arrest information.

4.14 Quality Control

All data entry and paperwork will go through a quality control process for accuracy.

A. Mugshot Database

1. Ensure all information from the U-10.100 was entered into Mugshot system correctly.
2. Check the “General”, “Description”, and “Booking” pages for omissions or errors.
3. Verify the ID number in Mugshot matches the jacket.
4. Confirm the DNA box is marked “if applicable.”
5. Verify the charges and case numbers are correct.

B. Local Criminal History Database

Make sure all information has been added correctly.

C. ID Jacket & Ten-Print Card

1. Check that all stamps, dates, and numbers have been properly added.
2. Verify that the ten-print card has been properly filled out.
3. Confirm the ten-print card was initialed that it was entered in AFIS.
4. Ensure that the ten-print card fingerprints have been verified and initialed by 2 FPTs when they involve repeat offender.
5. Verify that palms prints are in the jacket if they were taken.
6. Ensure all the fingerprint, palms, and major case prints in the file match.

D. Daily Log

1. Check to see that it was properly entered on the Daily Log, to include:
 - a. Name
 - b. ID Number
 - c. Charges
 - d. ITN

4.15 Division Network Computers

A. The Division’s computer network requires all personnel to have a sign-on password.

1. Each employee is responsible for the actions that occur when he/she is signed on to the network. Refer to the “Division Computer Systems” directive for further information.

2. No computer terminal will be left signed on, which could allow another employee to utilize someone else's access.
- B. The local CCH database is used to update and access information about people that have been arrested by the Division. ID Unit personnel are responsible for updating this data.
- C. The LEADS computer system allows personnel to access worldwide information about persons and property. It is also a means of interagency communication. Employees must pass a test and be certified to operate this system. Periodic recertification is required by the State Highway Patrol and necessary for ID Unit FPTs.
 1. LEADS inquiries will not be run until the receiving officer or detective is able to take possession of them. Officers and detectives may not call ahead for LEADS inquiries and must be present in the ID Unit before a LEADS CCH will be run.

4.16 Filing of Identification Information

- A. The correct filing of materials is crucial to the function of the ID Unit. Accuracy is of the utmost importance. All prisoners are assigned a File ID number based on their fingerprints. ID jackets that have been updated to a new number will be marked "updated" and returned to the files empty. This serves for accurate auditing purposes. ID jackets used and then found in search (FIS), will be marked "FIS", stapled closed and returned to file empty.
- B. Information from FBI and BCI&I returns/rap sheets will be updated in the local CCH database and Mugshot systems and then shredded. A more accurate return can be obtained from the LEADS system.

4.17 Security of the Unit

- A. Keys and Office Access
 1. All personnel of the ID Unit are issued a sub key (#10-15) and a key to the front door of the ID Unit (#AA42). All ID Unit personnel have access to keys for a city issued vehicle. ID Unit supervisors have access to keys to the AFIS computer room, Records Bureau Manager's office, and the 4th floor conference room.
 2. Doors between the ID Unit prisoner waiting area and the print rooms are secured with electronic locks that are released remotely. During a power failure or other emergency, the #AA42 key can be used to open these doors. Any use of the #AA42 key to open these doors for any reason other than a true emergency will be considered a serious breach of security.
- B. Minimum Staffing Levels
 1. Minimum Staffing on each shift will be determined by each shift supervisor. Staffing levels for each shift will be posted by a FPTs on the employee bulletin board along with each shift's most current personnel schedules.
 2. The on-duty supervisor may deviate from posted minimum staffing levels should a temporary need to increase or decrease staffing arise.
- C. The information contained in the identification folders, master fingerprint files, ~~latent files~~, and computer systems in the ID Unit is sensitive. Access to this information is limited to those who have a legitimate and legal right to the information. Extreme care is to be taken when disseminating any information from these files.
- D. The holding and processing rooms will be inspected at the start and end of each shift.
- E. Information Requests from Law Enforcement Agencies
 1. When a request for information is received over the phone, through e-mail, or by other

means, verify the identity of the requestor before giving out any information. If a law enforcement agency is making the request, they must follow it up with a formal teletype through LEADS or a FAX on the agency's letterhead before the information will be disseminated.

2. Requests from non-law enforcement agencies and the public will be directed to file a public records request.
- F. Visitors
1. Before giving access to the ID Unit, persons from outside agencies must sign the Visitor's log. Outside agencies/persons permitted access must either be law enforcement officers with arrest authority, someone accompanying a Division employee (such as, ride- a-longs) or officers of the court (such as, prosecutors, judges, attorney general, etc.) Defense attorneys should not be granted access for any reason.
 2. Visitors must show proper credentials and display them on their outermost garments during the times in which they are in the office. The employee checking the credentials must also initial the log. If the visitor does not have proper ID to wear, have them wear a visitor's badge. If you are unsure about the identity, or if they are legally allowed access to the information, advise an FPTS. If in doubt, deny access.
- G. Only ID Unit personnel will use the door to the prisoner processing room from the main ID Unit area. This door will not be propped open while a prisoner is in the processing room.
- H. Specific areas within the bureau and throughout HQ are off-limits to personnel. If an emergency exists, or an operational necessity mandates entry into a locked area, master keys to gain access may be obtained from the Patrol Administration Office on the second floor. Prior approval must be obtained from a lieutenant or above and accompanied by a letter of explanation through the chain of command. Subsequent approval may be given in the event of a legitimate emergency.
- I. The ID Unit is a 24-hour operation and must remain staffed at all times. Shift personnel must remain on-duty until relieved by the oncoming shift unless released by a supervisor.
- J. All information collected and retained by the ID Unit is considered sensitive and has the potential to be evidence at a trial. To ensure this information is safeguarded, only the Records Bureau Manager may approve the removal of any jacket, fingerprints to include palm prints, or any other documents related to an arrest record from the ID Unit. This should only be done in the most extreme circumstances.
1. ID Unit personnel will not maintain their own personal files, databases, records, or any other collection of ID information.

4.18 Adult Record Sealing

- A. This is a clerical function of the OAI to be completed pursuant to court orders.
1. If a File ID is involved, pull the folder and fingerprint cards. Stamp "SEALED" and return them to the files. The OAI will modify the charges in local CCH database to reflect only the case number and booking number.
 2. If the entire ID jacket is sealed, then the record status in the local CCH database will be marked "sealed."
 3. The sealed folder will then be stored in a locked cabinet in the ID Unit until a storage box is filled, at which time it will be transported to the Division's warehouse for storage.
 4. Access to these files is very limited per state law. Do not release any information

- concerning these folders to anyone.
5. The sealing OAI will provide the ID number and date of arrest of each sealed record to an FPTS. The FPTS will seal the photo in the Mugshot system, MAS, and delete it from AFIS.
 6. Under no circumstances shall the existence of an individual's sealed record be revealed to anyone, including law enforcement personnel.
- B. Voluntary Submission Record Destruction
1. A Request for Destruction form must be completed by the detective requesting the voluntary submission and include a disposition of the incident (for example, wrong defendant, not charged, dismissed, not guilty, etc.).
 2. After receiving this form the following procedures will be followed:
 - a. If the voluntary submission is the only record in the ID folder, delete the entire entry from the local CCH database, Mugshot, and AFIS computers.
 - b. If the voluntary submission has other charges in the ID folder, delete only the entries relevant to the voluntary submission.
 - c. Collect all paperwork, prints, and photos relevant to the voluntary submission action and forward with completed copy of Request for Voluntary Submission Record Destruction form to the Legal Advisor's Office for destruction.
 - d. The original destruction form will be kept in a file in the FPTS' office.

4.19 Release of Public Record Information

- A. Requests by the public should be referred to the Public Records Unit during normal business hours.
- B. Requests by the media will be referred to the Public Information Unit.
- C. Approval by the Public Information Unit to release photos to the media will be noted in the Mugshot system to ensure equal access to other media requests for that photo.
- D. The ID Unit will be responsible for adding notations in the Mugshot system of photos that are requested by Division investigators that are not to be released.
- E. ID Unit personnel will only release photos to law enforcement personnel. Other requests will be referred to the Public Records Unit.
- F. Under no circumstance are social security numbers to be released. Such information is not considered public record.

4.20 Franklin County Sheriff's Office (FCSO) ID Unit

- A. Under the current contract with Franklin County, the FCSO ID Unit will process some of the Division's arrests. These may consist of minor offenses, unruly prisoners, and any other arrest that might be handled by the Sheriff's Office (for example, shift change, multijurisdictional, etc.). Cooperation between both ID Units is necessary for a smooth operation. If any technical problems arise at the FCSO, they will be directed to and handled by the Fingerprint Specialist.

4.21 Video Duplication Requests

- A. The ID Unit holding and processing rooms are equipped with video cameras. If a copy of the video is a part of a criminal or internal investigation, a request must be made by persons with the rank of sergeant or above. Requests can be made in person or by email and directed to an ID Unit supervisor. Information needed to make the recording includes the

appropriate room, time, date, and suspect's name. ID Unit supervisors will make a copy on a DVD and forward it to the requestor.

4.22 Fingerprinting Outside of Headquarters

- A. On occasion it is necessary for ID Unit personnel to travel off-site to fingerprint individuals, such as in a hospital. This will only be done with the approval of a FPTS and all occurrences will be documented. FPTs will not fingerprint at a crime scene or at the morgue. This is a function of CSSU.

4.23 Equipment Sign-Out

- A. Any portable non-electronic fingerprinting equipment assigned to the ID Unit may be signed out by personnel. The equipment will be signed out on the appropriate form and initialed by the ID Unit employee handing out the equipment.

4.24 Amber Alert

- A. On occasion the ID Unit will be requested to insert a photo and/or print missing flyers to assist in an Amber Alert.
 - 1. Import the photo into the juvenile database using Amber Alert as the ID number.
 - 2. Fill in all descriptors provided.
 - 3. Make sure the requesting detective is aware this file will be deleted in 30 days if the ID Unit does not receive a request to extend.

4.25 AFIS Prints that 'Hit' on Division Employees

- A. In the event that an AFIS "Hit" is declared on a Division employee ("X" numbers) that card will be processed through the workflow and then secured in the FPTS office for the next available FPTS.
- B. The FPTS will determine if the employee is still active and will make notification of the arrest through the chain of command.

4.26 Infectious Disease and Blood Borne Pathogen Protocol

- A. FPTs are provided with Personal Protective Equipment (PPE) including lab coats, gloves, and both half and full shield face masks. Each FPT is responsible for maintaining this equipment and notifying their supervisor and the Industrial Hygienist should any item need restocked, repaired, and/or, replaced.
- B. FPTs should wear gloves and lab coats at all times and don half masks if a prisoner shows any sign of illness (for example, cold chills, coughing, sneezing, runny nose etc.).
- C. FPTs are to be familiar with the most current publications provided by the Industrial Hygienist and Division of Police regarding infectious diseases and exposures.
- D. In the event of an exposure or injury all employees are required to notify the on duty supervisor immediately, complete the appropriate injury/exposure packet, and follow the proper post-exposure protocol listed on the Division's Intranet.
- E. Contaminated areas of the unit will be closed until they are sanitized and deemed safe.
- F. Custodial staff should be contacted immediately to clean and sanitize any contaminated areas of the unit.
- G. Additional protocols will be followed for parasite/insect exposure.

- a. Bed Bug spray is available in the unit for soft items and clothing.
- b. The Division contracts an exterminator to spray for insects and eliminate rodents. The Industrial Hygienist should be contacted to request the exterminator inspect and correct problems.

Section 5 - Records Unit

The Records Unit provides services to members of the Division of Police, court officials, other law enforcement personnel, governmental agencies, and the public.

Each Police Records Technician Supervisor (CWA Bargaining Unit) reports to the Records Section Manager (MAII) and works an assigned shift. Since the Records Unit is a 24/7 function, there is a supervisor assigned to each shift. Duties include, but are not limited to:

- Overseeing personnel on a shift
- Approving leaves and overtime
- Scheduling vacations
- Posting and calling for necessary overtime
- Ensuring the unit is staffed appropriately
- Conducting administrative investigations
- Completing annual performance appraisals for assigned employees
- Performing duties of a Police Records Technician when needed
- Distributing workloads
- Compiling statistical data as it pertains to work done within the unit
- Maintaining training as required by LEADS as a FQO w/CCH status.
- Some supervisor positions may be required to maintain ATAC status and complete training required by LEADS

5.01 Job Duties – Police Records Technician (AFSCME Bargaining Unit)

A. The below services are not all-inclusive and represent a broad summary of the duties of the unit:

1. Providing information and copies of incident and accident reports to customers within the guidelines and policies outlined in Ohio public records laws.
2. Recording data from incident and accident reports into appropriate computer systems.
3. Entering, deleting, and validating all LEADS/NCIC entries as required by the Ohio State Highway Patrol.
4. Providing accurate warrant, wanted, and missing person information to authorized personnel and agencies.
5. Storing archived offense and accident reports, daily bulletins, and other departmental publications either through microfilming or document imaging.
6. Compiling and distributing of the Daily Bulletin.
7. Collecting fees as outlined in section 6.02.
8. Obtaining and maintaining LEADS certification and required training related to LEADS requirements as Fully Qualified Operators (FQO w/CCH).

5.02 Collection of Fees

A. The Records Unit is responsible for the collection of all fees for copies of incident and accident reports. No personal checks or credit cards are accepted. Each department will

be responsible for ringing up their own customers. If a transaction is voided, employees shall contact an on-duty supervisor or acting supervisor to sign off on the void with a brief explanation. During business hours, all money is kept in the cash register. At the close of business, all money is transferred to the safe located in the store room of the Records Unit.

- B. The cash register is balanced daily (Monday-Saturday) at the close of business and the money is forwarded to the Business Office Unit at the beginning of the following business day. The procedure for handling cash is as follows:
 - 1. At the close of business (Monday-Saturday) an "X-tape" shall be run. The cash drawer shall be reconciled by the Police Records Technician assigned to the Public Service Office with an additional Police Records Technician or Police Records Supervisor to witness.
 - 2. Once the drawer has been totaled, \$200 shall be deducted from the grand total and kept in the cash drawer. The remainder shall be reconciled against the total on the "X-tape" and placed in the blue business office pouch. Once this is completed, two additional "X-tapes" shall be run and a "Z-tape" will be run to zero out the drawer for the next business day. One "X-tape" shall be kept in the Records Unit until the books are audited by the City Auditor's Office. Upon the completion of the audit, all register receipts can be destroyed in accordance with the Division's Record Retention Schedule. The first "X-tape" shall be stapled to the ID transaction sheet and placed in the first shift supervisor's door. The additional "X-tape" & "Z-tape" shall be placed in the Records Unit log book with the total listed under the appropriate month by the next business day's date.
 - 3. When the cash drawer is placed in the safe, two Records Unit employees shall verify the final count and complete the "Total Drawer Count" and "Daily Cash Transaction" forms. Both employees shall sign and date these forms, which shall be placed in the safe along with the cash and business office pouch and Records Unit log book.
 - 4. At the beginning of the following business day, the cash shall be removed from the safe in the Records Unit for delivery to the Business Office Unit. Two Records employees shall sign the forms documenting the date/time and verifying the amount removed from the safe.
 - 5. The Records Unit employee delivering the cash to the Business Office Unit shall deliver the cash directly to a Business Office Unit employee who will sign off on the Daily Cash Transaction form verifying date/time money was received. The Business Office Unit employee will initial next to the amount listed in the Records Unit log book after the cash has been reconciled and return the log to the Records Unit.
 - 6. If no Business Office Unit employee is available to receive the cash, the cash shall be immediately returned to the Records Unit safe, and two Records Unit employees shall verify the final count, sign the form, and document the date, time, and amount placed back in the safe. At such time that Business Office personnel come to retrieve the money from Records, the Business Office Unit personnel shall sign the Daily Cash Transaction form documenting the date/time the money was retrieved from the Records Unit.
- 7. At no time shall money be left unattended out of the safe in the Records Unit or left unattended in the Business Office Unit.
- C. All persons (except those listed in section D) making requests for copies of accident

reports and offense reports will be charged in accordance with the fees determined by the Division of Police. All requests for copies of reports received by mail must include a prepaid envelope or include cost for postage and mailing material.

- D. Law enforcement officers, court officials, parole/probation officers, and persons from the Ohio Attorney General's Office within their official capacity will be provided with copies of reports free of charge.

5.03 Arrest Records

Adult criminal arrests made by the Columbus Division of Police are filed within the Records Unit. NOTE: As of January 1991, the Records Unit no longer maintains traffic arrest information. The task priority of this area is:

- A. Radio / LEADS
- B. Telephones
- C. Cancellation of Missing Person(s)
- D. Teletypes
- E. Cancellation of Wanted Person(s)
- F. Mail
- G. Filing

Procedure for Arrest Records

- A. Radio Warrant, Wanted, Missing Person Checks, and Recovered Stolen Firearm Checks
 - 1. Upon request by authorized personnel, a Police Records Technician will check for outstanding warrants. Any information being ran through the LEADS/Records channels or over the phone shall be logged on the appropriate Radio or Leads log sheet with the technician's initials and date/shift. These log sheets will be turned in to a supervisor at the end of each shift and scanned into the Records Shared folder on the S: Drive.

Note: If the computer is down, the technician will contact the Clerk's Office as well as the Franklin County Sheriff's Office for any outstanding warrants.
 - a. All individuals 21 years and younger will be checked through the Court of Domestic Relations (CDR) for active warrants, as the juvenile warrant books are not always up to date.
 - 2. If a warrant or wanted information is found the Police Records Technician will advise the requesting officer to standby for verification of possible warrant(s). When working the radio in addition to a 10-50 check, always run a "QW" LEADS check and advise the officer of any information he/she needs to be aware of (such as, any wants or warrants).
 - a. If the warrant involved is a FCMC warrant, the technician will verify the warrant with the Clerk of Court's office, and record the name of the clerk who verified the warrant on the log sheet. Once verified, the technician will advise the requesting officer of the warrant status.
 - b. If the warrant is a Common Pleas Court case, the Franklin County Sheriff's Department Records Section is contacted for verification of the paperwork before advising the requesting officer of the warrant status.
 - c. Warrants involving juveniles will be verified by the technician through CDR. The technician should write the name of the officer verifying at CDR and the date &

time it was verified next to the juveniles name in the juvenile warrant book and/or the log sheet. Missing persons will be verified by running a LEADS/NCIC query and verifying the report is still active in the ERS.

3. Sworn personnel will contact the Records Unit when they take a gun into possession which needs to be checked for stolen. The firearm will be ran through NCIC and the ERS.
 - a. If the firearm shows to be stolen from a foreign agency, the Police Records Technician will send a hit confirmation request to the entering agency. If confirmed as a stolen gun, the technician will send a copy of the LEADS printout to the Property Control Unit. Ensure the LEADS printout has been stamped/marked as required by LEADS rules prior to being sent to the Property Control Unit.
 - b. If the firearm shows to have been reported by CPD as stolen and entered into the ERS, the Police Records Technician will advise the officer to make a recovery document in the report so that it may be removed from LEADS/NCIC per the officer's recovery information.
 - c. If the firearm shows to have been reported stolen by CPD and entered into the Police/LEADS system, the Police Records Technician should request recovery information from the officer, to include, the officer's name, badge number, date, time, and location of the recovery. The Police Records Technician should then remove the firearm from Police/LEADS and NCIC. Records, and the recovery information obtained from the officer should then be forwarded via fax to the Property Control Unit at 645-8245.
 - d. If the firearm shows to be entered in to the Police/LEADS system only, but has been removed from NCIC due to Validations, the firearm should be cancelled by the Police Records Technician from Police/LEADS and the recovery information forwarded by fax to the Police Property Room at 645-8245.

B. LEADS Operator

1. Duties:
 - a. All LEADS operators are required to log in to the LEADS system
 - b. All LEADS requests must contain the requester's badge number, IBM number, or tech number
 - i. LEADS requests made over the telephone:
 - a. When answering incoming telephone calls on the LEADS channel, Police Records Technicians will identify themselves with their tech number
 - b. Obtain badge number, IBM / PIN number, or tech number and the information that the LEADS operator will run
 - ii. After verifying the requestor's identity by using the Personnel database on the Division intranet, process and disseminate the information received. Provide the requester with enough information to discern that the information matches the person/property with which he/she is dealing
 - iii. Maintain a log of teletypes and messages requiring a response by the Division and record any action taken
 - c. Request clarification from LEADS Control on information received and not understood
 - d. Follow the policies and guidelines in the LEADS and NCIC operating manuals.
2. The work priority when monitoring and handling calls for service on the LEADS

channel is:

- a. Requests from a mobile unit
- b. Requests by telephone
3. When a “hit” is received on an inquiry:
 - a. Verify if the individual or property is in custody
 - b. Verify if the officer has any current charges on the subject
 - c. Verify all information to ensure accurate identification of the individual or property
 - d. Send a “Hit Confirmation Request” to the entering agency following LEADS policy and procedure
 - e. Print and retain a copy of the “Hit Confirmation Request”
 - f. Print and retain a copy of the response from the entering agency
 - g. Advise the requesting officer(s) of the response
 - h. Send appropriate locate & detainer information
 - i. Staple all printouts together and record on the appropriate log sheet under the next log number

C. Telephones

1. When answering incoming telephone calls, Police Records Technicians will identify themselves with their tech number. If asked to identify themselves by name, they will comply with the request.
2. Only law enforcement agencies and court officials may receive confidential information. If the requestor’s identity is in doubt, the Police Records Technician should request a fax on letterhead or teletype from the requestor before providing any information.

D. Services

1. The Records Unit is accessible to Division personnel having a need for records maintained within the unit 24 hours a day, 7 days a week. The Records Unit is open to the public Monday through Friday, from 7:00 a.m. – 2:00 p.m. and Saturday from 11:00 a.m.-3:00p.m. The Records Unit is closed to the public on holidays.
2. In most cases, the Records Unit no longer completes record checks for non-law enforcement or governmental agencies. Private citizens should be referred to the Franklin County Sheriff’s Departments Record Section, 370 S. Front Street, to obtain record checks for housing or employment. Extenuating circumstances will sometimes warrant a waiver from this policy.
3. Police Records Technicians will complete record checks for citizens seeking arrest expungement. A letter will be provided with their charges and disposition.
4. Individuals requesting record checks for immigration and citizenship will be referred to the Immigration and Naturalization Service Office at 50 West Broad Street, Room 304D.
5. Requests from Franklin County Children Services for copies of incident reports involving children removed from a home may be faxed to 614-529-7208 or e-mailed to fccsu10@fccs.co.franklin.oh.us. Aid and Transport reports are to be faxed to the respective Net Care Facilities or hospital per the officer’s request.
6. Requests for copies of accident and offense reports by the public will be accepted by FAX, mail, telephone, or in person.
7. Accident and offense reports for the public will be printed using the “public report” form. Records Unit personnel will ensure that social security numbers are redacted

from the report if they appear. In the event that the report contains information in which a juvenile victim is involved, Records Unit personnel will consult the Legal Bureau prior to filling the request. Reports may be picked in person, mailed, or faxed to the requestor.

8. Payment may be made for the report(s) at the time of pick-up or at the time the request is made.
9. Requests for copies of reports by an external law enforcement agency must be made by fax on that agencies letterhead, or by mail.
10. Mail/Faxes-All incoming mail/faxes must be time stamped.

E. Cancellation of Missing Persons

1. Missing persons are cancelled through the Records Unit by personnel from a Patrol Bureau, the Missing/Exploited Children Unit, or through faxes from the group home personnel. The cancellation information (date, time, how found, locations, officer's badge, and assignment) is collected and the ERS missing report, local CCH database entry (if applicable), and the LEADS/NCIC entries are cancelled.
2. If the title of a Missing Person report is reclassified by Missing/Exploited Children Unit personnel to "Interference with Custody," the missing person will be removed from LEADS/NCIC unless otherwise advised in the "Investigative Notes" section of the report.
3. When receiving a fax from an approved FCCS contracted group home reporting the AWOL of a client, the assigned Police Records Technician will verify all the necessary information for entry has been supplied, time stamp the fax, and will create a Missing Person report in ERS. The Missing Person report is routed electronically to the Missing Persons queue. The technician will then scan the fax form, attach it to the ERS report, and give the original fax to the technician assigned to the queue for preparation of the LEADS/NCIC entry. The same scanning/attaching procedure will be followed for returned AWOL faxes.

F. Cancellation of Wanted Persons

1. Wanted persons are either cancelled by sworn personnel or by a daily warrant list printed for cancellation or serve date. The Police Records Technician cancels the wanted report, makes the local database entry (if applicable), adds a point document in ERS of the cancellation information, and performs the LEADS/NCIC entry. A copy of the wanted report with the cancellation information is placed in the Daily Bulletin tray for publication.

G. Business Emergency Numbers

1. Business emergency numbers obtained either by Division personnel or sent by the owner are entered into the ERS central index files by Records Unit personnel. The hard copy of the Emergency Contact Card (form S-36.123) is filed in alphabetical order in a tray.
2. Requests for emergency contact numbers should be checked in the following order:
 - a. ERS – Central Index Files
 - b. Hard Copy File
 - c. Incident Reports
 - d. City Directory
 - e. Local Computer

5.04 Report Writing

Incident reports are entered in the ERS by patrol officers in their cruisers and also by Detectives and other Division personnel. Any and all incident reports that meet the criteria for entry into LEADS/NCIC are uploaded in the Records LEADS queue. All LEADS/NCIC entries are made in this area.

A. Telephones:

1. Incoming calls from police officers, police department personnel, and court officials take priority over other telephone calls
2. Incident reports that meet the criteria for entry in LEADS/NCIC are printed out from the ERS Records LEADS queue and entered directly into LEADS/NCIC system.
3. Missing Persons:
 - a. Police officers are required to upload Missing Persons reports immediately; if for any reason an Officer is unable to complete the report and contacts the Records Unit, a Records Technician should take the basic information needed for LEADS/NCIC entry to comply with the NCIC 2 hour time requirement, notating the incident number so that the entry may be updated with additional information as soon as the report becomes available.
 - b. Police Records Technicians enter all missing person data directly into LEADS/NCIC within two hours from the time the report was approved by the reporting officer or Police Records Technician if regarding an AWOL fax reported Missing Person
4. Ensure information that is called in to the Incident Report Processing area from towing and/or repossession companies for moved or impounded vehicles, is entered directly into the local computer by Police Record Technicians.
5. Police Record Technicians may confirm if a motor vehicle has been impounded or whether or not it has been stolen and/or recovered.
6. Due to the high volume of incoming calls and workload, service to the public is limited to confirming the existence of an offense report and the report number. Details of the report should not be released over the telephone. Calls from the public may also be forwarded to Records Unit personnel working on the 1st floor.

B. Preparation and Entry of Reports

1. Completed incident reports are reviewed by Records employees to determine the need for any LEADS/ NCIC entries. Notations of any teletype numbers, LID, and/or NIC number are noted on a "dot two" document or LEADS document in the ERS.
2. All incident reports with LEADS entries are filed in numerical order by teletype number and are grouped together by the type of incident (i. stolen vehicles, guns, stolen tags, etc.).
3. Missing and Wanted Person entries are kept in individual folders and filed alphabetically by last name.

C. LEADS/NCIC

1. Police Records Technicians assigned to the Incident Report Processing area are responsible for the entry and deletion of all stolen or recovered vehicles, tags, boats, firearms, securities, articles, missing and wanted persons, and Temporary Protection Orders (TPOs) into both LEADS and NCIC. The guidelines followed are set forth by departmental and LEADS/NCIC policies.
2. Protection Orders - The Records Unit is responsible for maintaining files for Civil

Protection Orders (CPO), Temporary Protection Orders (TPO), and Stalking Protection Orders (SPO).

- a. The Records Unit is responsible for the entry and deletion of TPOs issued with an address in the City of Columbus. LEADS/ NCIC Guidelines for entry are established by LEADS/NCIC and can be found in the appropriate manual. Each TPO will be prepped for LEADS/NCIC entry by a Police Records Supervisor and filed under a separate folder in alphabetical order.
 - b. The appropriate Clerk of Courts and the Domestic Violence Unit are responsible for recalling protection orders. Recalled protection orders are removed from the active file, and removed from all computer systems.
 - c. The Records Unit does not maintain a record of whether or not the protection order has been served or not yet served.
 - d. Records Unit personnel will contact the agency that has issued a protection order to determine if it has been served as CPD does not serve protection orders.
3. Messages generated from or addressed to the Columbus Police Department (OHCOP0000) and all other entries are assigned a teletype (OCA) number. A log is maintained in the Report Processing area listing all messages and/or entries. All teletypes received that give information on any type of hate crime, terrorism, or specifically address Homeland Security should be logged both on the regular teletype log and on the Homeland Security log located in the Report Writing area next to the door. A copy of the teletype should then be forwarded to the Homeland Security Deputy Chief and the original filed in Report Writing area of the Records Unit.
 4. All private impounds and repossessed vehicles are checked in LEADS/NCIC for stolen by both license and VIN.
 5. The Records Unit receives, on a daily basis, Property Addition forms (S-36.152) via regular mail, E-mail, or FAX. The forms could list additional property taken as well as investigative information that the victim had not reported at the time of the incident. These forms are to be placed in the 2nd Shift Supervisor's mail tray for sorting. After separating, they will be placed in the folder on the desk located by the report writing area to be processed for entry and/or attachment. All additional forms that have property to enter into LEADS/NCIC will be placed in the teletype tray for entry. Additional property is entered in the ERS and in LEADS/NCIC if it meets the necessary criteria for entry.
 6. Items for entry should be checked first in the ERS to ensure that there will not be duplication in ERS or NCIC. The original Incident Report Addition form shall be scanned into the "Records General" folder under "Scans" on the Records Unit S: drive and attached to the ERS report. The original Incident Report Addition Form containing property that was entered into LEADS/NCIC must be kept with the report packet and filed.
 7. Property additions that do not contain items that meet LEADS/NCIC entry requirements will be scanned to the Records Unit S: drive and attached to the ERS report. If there are no items listed with any identifying numbers, such as serial numbers or model numbers, the original may be shredded after attachment. If such numbers are available, a point document must be added to the ERS report including only the property with the numbers available in addition to the attachment, which may then be shredded.

8. Any investigative information that is listed on an Incident Report Addition form will be forwarded to the Investigative Desk after entry in the ERS by a Police Records Technician.
- D. Trespassing Agent forms will be kept and maintained by the Records Unit. These forms will be scanned on the Records S:/ drive and kept in separate folders on the Records Shared file. A file will be maintained for both current and expired forms. A Records Unit Supervisor will be responsible for auditing the folder and placing any expired forms into the corresponding folder. These files will be kept in order by street address and will be made available upon request to officers.

5.05 Daily Bulletin

- A. The Daily Bulletin is an informational notice listing wanted persons and cancellations occurring within the City of Columbus during the previous 24 hour period. Notices to appear on the bulletin are either transmitted to the Records Unit via email or picked up daily by Records Unit personnel in the office of the Chief of Police.
- B. Items appearing on the bulletin must be approved by a Deputy Chief and reviewed by the Professional Standards Bureau Commander prior to appearing on the bulletin.
- C. Notices from Personnel involving job vacancies and assignments are transmitted via email and are excluded from the requirement of having the Professional Standards Bureau Commander's approval.
- D. Items appearing in the Daily Bulletin:
 1. Wanted persons appear on the bulletin for three (3) Days, in the following order:
 - a. Incident Report number
 - b. Subject's last name, first name, sex, race, DOB, ID#, and charge.
 2. Wanted person cancellations appear on the bulletin for three (3) days.
 3. Memos and personnel related items (change of assignment, hours and days off) generally appear for three (3) days.
 4. Informational notice items involving liquor permits, departmental changes, court closures, cards of appreciation, Civil Service notices, and so on will specify how many days they are to appear.
- E. Once the Daily Bulletin is proofread by the on-duty supervisor, a link to the Daily Bulletin is distributed Division wide via email to all personnel according to the most current distribution list.

5.06 Accident Records

The Ohio Traffic Crash Report (OH-1) is the standard collision report form used by the Columbus Division of Police. Reports are numbered chronologically, starting with #1 on January 1 of each year. Traffic collisions investigated by patrol officers and those reports made by private citizens at the Information Desk are forwarded to the Accident Investigation Unit (AIU) for review or further investigation. All reports released from AIU are then forwarded to the Accident Records area for processing.

- A. Processing Incoming Reports
 1. Separate reports by the date of the accident. Next, breakdown by unit numbers of vehicle involved (4 units, 3 units, etc.). Use the BMV manual to obtain the next number for the reports. Record the beginning number and the last number used in the BMV manual when finished numbering and include the date and initials (for example

“345 9/9/08 pt16”). When numbering the reports, ensure the address of each driver can be read. If not, write it on the report.

NOTE: This is the only correction employees may fix on the report. Any other correction must be done by the officer that made the report. Keep the reports in numerical order.

2. Reports made by private citizens are checked against other reports to ensure it is not a duplicate report before assigning it a report number. If there are two reports made out of the same incident by different driver(s) they will get the same report number.
3. Separate the reports by original copies and carbon copies. Forward the original reports to the City’s Traffic Engineering personnel. The carbon copies will be sent to the Print Shop Unit for scanning and burning to a CD for distribution by request from other City departments and the public.

NOTE: AIU supplement sheets and reports that a citizen turns in will be processed on a daily basis.

B. Daily Electronic Accident Reports (OH-1) Distribution for the State

1. Open the ERS and then select “Crash Folders” from the Lobby.
2. Set the “Crash Folder” date to include the current date beginning at 12:00am to 11:59pm.
3. Open an accident report.
4. Go to “File.”
5. Select “Print Preview” and then “OH-1.” The document will open in Adobe Acrobat (PDF). Save to the S: Drive (/ Records Shared / Scans / Accident / Electronic Daily Dumps), changing the file name to the report number instead.

C. Fatal (Possible Fatal) Reports/Police Involved Accidents

1. Make a copy of the original fatal report; this copy will go to the City’s Traffic Engineering personnel. The original will be placed in the fatal folder pertaining to the year filed. The carbon copy will be processed with the other reports.
2. Police involved accident files are maintained for police officers involved in on-duty accidents and list the officer’s name, date of the accident, location of the accident, report number, the citation issued, and the result of the Fleet Safety Committee meeting.
3. Complete a Police Certification form (Found on S: Drive/ Records Shared/ Accident Records Certification Sheet) listing the officer’s:
 - a. Name (Last, First)
 - b. Date of birth
 - c. Driver’s license number
 - d. Date of accident and time
 - e. Accident report number
 - f. Brass tag number
4. Accident reports are forwarded to Records Unit supervisors by patrol sergeants and/or lieutenants for certification of on-duty accidents. The reports and certification letters are emailed to a designated employee of the State of Ohio Department of Public Safety.
5. Excel spreadsheet: After the reports are scanned, they need to be put on the spreadsheet. After listing the reports on the Excel spreadsheet, the reports are filed numerically in folders and placed in chronological order in the files.
6. Accident Reports Distribution

- a. When city vehicles are involved in a traffic collision, upon request, copies are forwarded based upon the involved agency as follows:
 - i. Police – City Attorney (1), Traffic Bureau (1) and Legal Advisor (1)
 - ii. Fire – City Attorney (1), Fire Captain (1)
 - iii. All City Vehicles – City Attorney (1)
 - iv. Miscellaneous entities (as applicable)
 - v. Board of Education (1)
 - vi. COTA (1)
 - vii. U.S. Post office (1)
- 7. Requests for Accident Reports
 - a. Most accident reports are available for purchase or review within forty-eight hours.
 - b. Requests for copies of reports by citizens, insurance companies, or outside agencies made at the counter or by mail must contain specific information to identify the report.

5.08 Security

Due to the sensitive nature of the information stored in the Records Unit, only authorized personnel are permitted to physically access files containing records of arrests, official reports, LEADS information, and other documents stored within the confines of the Records Unit. Electronic files are available in IntelliVUE, the ERS, and the local CCH database for access by all sworn and authorized civilian employees.

5.09 Redacting Public Information from the Internet

All information available on the Columbus Division of Police Website is public information. It is the policy of the Division that public information posted to the website will not be removed unless the posting of that information creates a substantial risk of harm to persons of which the Division has been informed.

Procedure to Redact Public Information from the Website:

- A. Records Unit personnel who gain knowledge that information listed on the Division's website creates a substantial risk of harm to persons will immediately bring that information to the attention of a Records Unit supervisor.
 - 1. The Records Unit supervisor will immediately cause a Redacting Public Information from the internet form (S-36.124) to be completed and forwarded to the Technical Services Bureau Manager *via email*.
- B. Denied requests will be returned to the Records Unit supervisor that submitted the form who, in turn, will notify the requestor that the request was denied.
- C. The Records Unit supervisor will advise the requestor that although the information may be removed from the internet, the information is still a public record and available to anyone upon request.

5.10 Public Service Office

Records Unit employees staff the Public Service Office located in Police Headquarters. This office provides reports for walk-in requests from the public. The hours of operation will be

posted outside of the office. Customers will approach the counter and form one line. When the buzzer sounds Records Unit personnel will go to the counter to assist the customer. Records Unit personnel are responsible for assisting all customers requesting an incident or accident report and any other requests should be handled and forwarded to the appropriate unit.

- A. Once the report requested is located, Records Unit personnel will print a “public report” for the requestor.
- B. Records Unit personnel will ensure social security numbers are redacted.
- C. If an offense report contains information for juvenile victims, the PRT will consult with the Legal Bureau before filling the request.
- D. A fee will be assessed per page and the PRT will collect the fee.
- E. Requests for reports through the mail, telephone, or fax may be picked up at this location.

5.11 Electronic Outage Procedures (Reports)

A. Short-Term Outage (Incident Reports)

1. Records Unit personnel will take any reports from officers over the phone that are time-sensitive and require entry or removal from LEADS (for example, vehicles, license plates, missing persons/runaways, guns, articles/securities and wanted persons reports). This includes recoveries of the same items.
 - a. Records Unit personnel will take all of the necessary information for entry into LEADS over the phone and enter the information on the incident report.
2. Once the incident report is completed, the item will be entered or removed from LEADS.
3. The paper incident report will be placed with the completed packet until the system is restored.
4. Once the system is restored a PRT will take the paper copy out of the completed packet, and enter the information into the ERS, and place the finalized report back in the packet.
5. The paper copy of the report can be scanned and attached to the finalized report. This allows for access to the original information provided by the officer while the ERS was non-functional.
6. The Records Unit will also be required to copy ALL incident reports that were taken over the phone or received from officers and forward copies to the appropriate section/unit supervisors for case assignment/follow-up investigation.

B. Long-Term Shortage (Incident Reports)

1. Follow instructions from 5.11, A, 1-3
2. All items that have been placed into LEADS or removed from LEADS will be kept in a central location for easy access once the ERS is restored.
3. Once the system is restored a Police Records Technician will take the paper copy out of the completed packet, enter the information into the ERS, and place the finalized report back in the packet.

4. The paper copy of the report can be scanned and attached to the finalized report. This allows access to the original information provided by the officer while the ERS was non-functional.
 5. The Records Unit will place all reports forwarded by Patrol personnel during the outage in one central location for easy retrieval and entry into the ERS once the system is restored.
 6. It is imperative that all necessary information be included in the incident report, including the Arrest Information for (U-10.100), for entry into the ERS upon its restoration.
 7. The Records Unit will also be required to copy ALL incident reports that were taken over the phone or received from officers and forward copies to the appropriate section/unit supervisors for case assignment/follow-up investigation.
- C. Accident Reports/OH-1 Procedure for Outages
1. The Records Unit will receive paper copies of the OH-1 that were completed by Patrol personnel while the system was down.
 2. Records Unit personnel will time stamp the OH-1 upon receipt.
 3. The OH-1 will be processed. Those that do not have a report number will be given one by the Accident Records.
 4. The last name of the drivers, location, date, and report number will be added to the Accident Reports Master list on the S: drive.
 5. The original OH-1 will be provided to the state. A duplicate copy will be scanned to S: drive and then filed and stored in the Records Unit.
 6. Paper accident reports will eventually be burned onto a CD for future reference.

Section 6 - Telephone Reporting Unit

The Telephone Reporting Unit (TRU) is supervised by an Office Manager (CWA Bargaining Unit) and reports to the Records Section Manager. Duties include, but are not limited to:

- Overseeing Office Assistants assigned to the unit
- Ensuring reports are up to date and completed in a timely manner
- Compiling monthly and yearly statistical data as it relates to the performance of the unit
- Approving leaves/overtime
- Completing annual performance appraisals
- Communicating unit needs with the Section Manager
- Processing reports in the Division's electronic reporting system, COPLOGIC and taking telephone reports
- Attending meetings as necessary
- Responsible for corrections made to wants and warrants issued by the Division in the local CCH database system.

6.01 Duties and Responsibilities- Office Assistant I (AFSCME Bargaining Unit)

- A. The TRU is tasked with taking reports over the telephone or via the internet. A voicemail system with a series of questions prompts callers in completing a report during peak periods, when the unit is experiencing personnel shortages, or during non-business hours. Besides taking reports, TRU also takes "Cruiser Attention" (house watch) information from citizens whose property will be vacant or when they have special concerns about crime in his/her area. This information is recorded on the Cruiser Attention form (U-10.115) and routed to the proper zone and cruiser district.
- B. Citizens also have the option of going online and filing a police report through COPLOGIC via the Internet. The citizen's online report is then reviewed by TRU personnel, and upon approval, entered into the Division's ERS, where it is stored as an official document. TRU will not take reports involving theft of guns, vehicles, license plates, or cases where there is blood evidence.
- C. Once the COPLOGIC report is approved, an automatic email with the report is sent to the citizen who submitted the report.
- D. All reports taken by TRU are available to the public through the Records Unit.
- E. At least two OAI employees in this unit will be serve as the Records Management Bureau (RMB) timekeepers.
- F. Other duties include shredding/disposing of records according to the Division's Record Retention Schedule and entering information from Traffic Data Collections form (U.10-117) into the Division's database.
- G. TRU personnel compile daily logs listing the type of reports received and the disposition of these reports. At the end of each month the daily stats are tallied, giving an accurate account of TRU's activities. The monthly reports are again tallied at year-end, providing the annual stats for the unit.
- H. Criteria for TRU/COPLOGIC Reports
 1. Thefts involving a loss of \$3000.00 or less and no known suspects.

2. Property Destruction involving damage of \$3000.00 or less and no known suspects.
3. Lost/Stolen property involving a loss of \$3000.00 or less, including cell phones, trash cans, and recycling bins. This does not include motor vehicles, license plates, or handguns.
4. Attempted Automobile Theft (tampered steering column or hot-wired) involving no suspect or solvability.
5. Telephone Harassment involving no known suspect and/or no threat of serious physical harm.
6. Theft from mail – not including delivered packages from UPS and other such companies that are left at the door.
7. Theft of prescription drugs involving no known suspects.
8. Theft of checks, credit cards, and fraud reports involving no known suspects.
9. Thefts from unattached garages and sheds involving no evidence at the scene and no known suspects.
10. Identity Theft of all types.
11. Thefts from motor vehicles, as long as there is no obvious evidence present. If obvious evidence is present, the call needs to be routed to Radio Room for a cruiser to be dispatched.
12. All gasoline drive-offs regardless of the time element.
13. Shoplifting incidents involving no known suspects.
14. House watch information for watches scheduled to begin at least three days after notification.

I. Duties/Procedures

1. Callbacks must be made on all messages left on the voicemail system on the day the message is taken from the voicemail. Follow-up calls should be made when personnel are unable to contact a caller. Process any request for a new report to be taken or changes to a previously submitted report.
2. TRU personnel must obtain approval from their supervisor to make exceptions on entering unique reports and some reports that may be over the \$3,000.00 limit.
3. The TRU Unit processes information from letters received and online reports from out-of-town victims wishing to report a crime that occurred within the City of Columbus.
4. When an officer is requested and the report is not handled by the TRU Unit, the caller will be transferred to Radio for a cruiser to be dispatched. Police officers should not refer citizens to the TRU Unit in lieu of taking a report.
 - a. For reporting purposes, a suspect is defined as a person who can be identified by full name and address. A license plate number or description of a suspect does not constitute a known suspect.

6.02 Report Distribution Lists

DAILY REPORT DISTRIBUTION POLICE REPORT DISTRIBUTION		
Report Number	Report Name	Distribution
POL152A	Wants/Warrants	Records
POL 157	MC Names and Warrant Transferred	Analyst/Programmer
POL200A	Impound Vehicles – Daily (2)	Impounding – 1 Copy Forfeiture Seizure – 1 Copy
POL204A&B	Impound Vehicles – Daily (1)A, (1)B	Impounding (Write on Report: Parking Violations)
POL205	Impound (letters/labels)	Impounding
POL315	Property – Daily (2)	Property Room Sgt. – 1 Copy Crime Analysis – 1 Copy
POL320	Property (letters)	Property Room
SHP030	LEADS	LEADS TAC

WEEKLY REPORT DISTRIBUTION POLICE REPORT DISTRIBUTION		
Report Number	Report Name	Distribution
POL201	Impound Vehicles - Monday	Impound Sgt.
POL201A-C	Impound Vehicles - Monday	Impound Sgt.
POL330	Property (Disposition Forms)	Property Room Sgt.
POL335	Property (Exhibit A) - Monday	Property Room Sgt.
POL336A	Property - Monday	Property Room Sgt.
POL345A	Property - Monday	Property Room Sgt.
POL380	Property Letters	Property Room Sgt.
POL394	Property	Property Room Sgt.
SHP015	LEADS	Analyst/Programmer
SHP025	LEADS	Analyst/Programmer LEADS TAC
POL346	Property Rm.	PCU Inventory Clerk
POL357	Property - Monday	PCU Inventory Clerk
POL358	Property	PCU Inventory Clerk
POL359	Property Room Sgt.	Property Room Sgt.
POL333	Property Room Sgt. - Monday	Property Room Sgt.

MONTHLY REPORT DISTRIBUTION POLICE REPORT DISTRIBUTION		
Report Number	Report Name	Distribution
POL165A	Criminal History Purge	Analyst/Programmer
POL202I	Impound Reports	Impounding (Write on Report: Parking Violations)
SHP010A&B	LEADS Test Reports	LEADS TAC
POL 328	Property Room Cash/Auctions	Property Room
TPOUSRA	LEADS	LEADS T.A.C. / Analyst Programmer
SHO64	LEADS	LEADS TAC
POL 10 A,B	Personnel Reports	LEADS TAC
POL 11, 12	Personnel Reports	LEADS TAC
POL 14	Personnel (General Assignment)	LEADS TAC
POL 15 A, C, 3, G, I-L	Personnel Reports	LEADS TAC
POL 16A	Personnel Reports	LEADS TAC
POL 803, 806, 807	GEO Info Error Report	Analyst/Programmer
POL 802, 805A, 820A	Monthly CAD Report	Analyst/Programmer
POL 830 C, F, G, H, I	10 th of the Month CAD Report	Analyst/Programmer
POL 836 A, B	15 th of the Month CAD Report	Analyst/Programmer
POL 840 A-G, F, Q, S, T, U, V	Monthly CAD Report	Analyst/Programmer
POL 850 A, B 855A, H, J 860	Monthly CAD Report	Analyst/Programmer
POL 202 E, I	Impounding	Parking Violations
POL 202 C, D (C-H)	Impounding	Impound

SPECIAL REPORTS		
Report Number	Report Name	Distribution
POL 381A, 382A,383A,384A	Annual Reports – Requested in October by Professional Standards Bureau	Analyst/Programmer

6.03 Procedure for Electronic Outages

- A. The TRU supervisor will place a notice online and a message on the TRU voicemail notifying customers regarding the outage.
- B. A spreadsheet is created along with a log regarding all reports that are received from both voicemail and COPLOGIC.
- C. TRU personnel will forward copies of the reports to the various units to make them aware of the situation.
- D. Time-sensitive reports/items that require entry or removal from LEADS (for example vehicles, license plates, missing persons/runaways, guns, articles/securities and wanted person reports) will not be taken by TRU regardless of the outage.

- E. Both the online system and voicemail system have a message stipulating that reports of this nature will only be handled by a police officer, not TRU.

Section 7 – Records Support Unit

The Records Support Unit is supervised by a Police Records Technician Supervisor (CWA Bargaining Unit) who reports to the Records Section Manager. The Police Records Technician Supervisor's duties include, but are not limited to:

- Overseeing Police Records Technicians assigned to the unit
- Completing administrative investigations
- Completing annual performance appraisals
- Serving as the Division's Terminal Agency Coordinator (TAC) for Law Enforcement Agencies Data System (LEADS)
- Maintain required LEADS training as a TAC and FQO w/CCH status

7.01 Duties and Responsibilities of TAC Coordinator

The Division's TAC assumes the following duties:

- A. Responsible for the training of the LEADS terminal operators in all facets of terminal operations and other affected personnel as to the operational capabilities of the LEADS. Ensures each operator reviews training materials and is re-certified every two years.
- B. Responsible for the pre-service and in-service training of LEADS practitioners. A LEADS practitioner certification is required for any Division employee with unsupervised access to LEADS information.
- C. Responsible for the proper completion of the monthly validations.
- D. Maintains all documentation from LEADS, including but not limited to:
 1. Newsletters
 2. LEADS teletypes and manuals
- E. Maintains agency level records of LEADS certified operators and notifies LEADS of any changes.
- F. Knows the location and use of all LEADS equipment within the agency.
- G. Conducts a LEADS audit of Interface Agencies every three years.
- H. Coordinates LEADS/NCIC audits for the Division.
- I. Completes a criminal history check on all certified LEADS users with the Division every five (5) years.
- J. Reviews the monthly BCI Audit Report and verifies all criminal histories processed through the interface.
- K. Maintains updated user account information in LEADS and the local CCH system.
 1. Adding new users:

All supervisors and Interface Agency TACs who need LEADS access for their personnel must make a written request to the TAC. Included with the request, the supervisor must stipulate if they want the employee to have INQ or INQ w/CCH access.
 2. Users who are transferred or terminated:

The Human Resources Bureau will provide the TAC with a PP53 Termination/Layoff form for all personnel who are terminated from employment. The TAC will use these forms to ensure that all personnel with LEADS access are disabled from LEADS/NCIC, Talon, and the City Criminal History Databases. This will be completed within 48 hours

of receipt of the PP53 Termination/Layoff form. Bi-weekly, the Central Payroll Office will provide the TAC with a Termination and Transfer list of all activity at the end of each pay period. The TAC will utilize this list to ensure that all terminations and transfers within CPD have been received and processed in a timely manner. In addition, all interface agency TACs will notify the Division TAC when there is a termination or layoff of an employee with LEADS access. The TAC will ensure that the employee is disabled and confirm the removal with the interface agency.

- L. Coordinates all LEADS off-line search requests for the Division. The TAC ensures that the request to LEADS is complete and provides all necessary information required for the search. Any search involving misuse of LEADS is followed up by the TAC to ensure the results of the investigation are provided to the LEADS Administrator.

7.02 Duties and Responsibilities of Police Record Technicians (AFSCME Bargaining Unit)

LEADS monthly validation printouts are forwarded to the Records Support Unit by the Department of Technology. Upon receipt of these records, the Records Support Unit takes specific action to verify the records. Actions taken include, but are not limited to, contacting complainants, victims, courts, motor vehicle registry, and review of the original entry for updated and accurate supplemental data.

After taking these appropriate actions to confirm, modify, or cancel records, a National Crime Information Computer (NCIC), LEADS validation document is completed online through Messenger and transmitted to LEADS. This document states that the Division is compliant with the completion of the monthly validations. This must be done to avoid any sanctions or purging of records by LEADS. These actions ensure accurate and current information is entered in LEADS/NCIC and reduces the agency's liability.

A. Validated Entries:

1. Missing Persons
2. Wanted Persons
3. Vehicles
4. License Plates
5. Securities
6. Firearms
7. Protection Orders
8. Supervised Release (Mental Health Notices)

- B. Copies of all reports requiring validation are maintained in the Records Unit. Validation documents verifying the validity of a report are stored with the original report. Only the last three years of validations are kept with the report. Validation documents older than three years can be destroyed.

- C. All missing reports are entered into the ERS and LEADS/NCIC. Upon receipt of the validation missing printout from LEADS, a Police Records Technician (PRT) will complete the LEADS/NCIC Validation Audit form (S-36.134) and forward it to the sergeant of the Missing Person Unit. Once the form is returned to the Records Support Unit, all supplemental information will be updated and placed in the original file. If the missing has returned, the entry will be removed from LEADS/NCIC and recovered in the ERS. Should the missing still be active, the file will be reviewed and updated. If the Detective is unable to

confirm the missing person has not returned, the missing will be removed from LEADS/NCIC, but remain active in the ERS. The PRT assigned to the validation of missing persons is also responsible to ensure that dental records are requested and updated to the missing LEADS/NCIC entries within 60 days of the entry into the record.

- D. The wanted report is scanned and attached to the original incident report in the ERS. Twenty days before the monthly validation of LEADS/NCIC warrants, a LEADS/NCIC Validation Audit form (S-36.134) will be sent to the sergeant of the unit that issued the warrant. The LEADS/NCIC validation form shall be completed and returned to the Records Support Unit. At that time, the Records Support Unit will check court records, review entry, and update with any current supplemental information. All canceled or dismissed warrants will be removed from LEADS/NCIC.
- E. Temporary Protection Order (TPO) validations will be housed with the original entry file in the Records Unit. The entry will have to be checked through the municipal court's CourtView system to verify that it is still active. The Records Support Unit will review the entries listed on the monthly validations list. The PRT assigned to TPOs will update and add all new supplemental information to the entry.
- F. Vehicles, boats, tags, guns, and parts are validated by contacting the owner or reporting person to confirm the stolen property has not been recovered. Phone calls are made to owners or reporting persons. Up to three attempts are made to contact the reporting person by phone to request recovery information or confirmation that the item is still stolen. These attempts are documented on an add-on a validation sheet, noting the date and time of the call. If someone is contacted that can verify the validity of the report, the PRT will document on the validation form who they spoke with, when, and the outcome of the inquiry. Validation cards will be mailed for all current year reports if there is no response to the phone calls. The PRT must also establish if a claim was paid on the loss by an insurance company. If a claim was paid, the record will need updated to reflect the insurance company as the current owner. The insurance company will need to be contacted at that time to establish that there has been no recovery of the stolen property.
- G. PRTs assigned to the Records Support Unit are also charged with ensuring that complete and accurate information is included with all LEADS/NCIC entries. If errors are found, the necessary corrections should be made.
- H. Guns entered by the Division that cannot be validated will not be removed from LEADS/NCIC. The Division will become the complainant in this type of situation, so the record will continue to be validated. Records Support Unit personnel will add an amendment to the official report, changing the complaint to CPD and explaining that the change is per LEADS Newsletter, Volume 44, Issue 3, July 2012.
- I. Select LEADS/NCIC entries will be audited by LEADS and NCIC, excluding guns and securities. LEADS and the FBI will conduct an audit every three years.
- J. All notices of claim payments from insurance companies will be scanned and attached to the ERS report. LEADS/NCIC entries will be updated to reflect the current owner.
- K. Expungements and sealed record orders are sent to the Records Support Unit by the Clerk of Courts. Records Unit personnel will forward a copy of the court orders to the ID Unit.
 - 1. Arrest record cards spanning the years from approximately 1950 thru 1997 are housed in the Records Unit. These cards will be checked for any expungements dating this time period. If cards are found, they will be purged from the file.

2. Copies of all Court Orders for expungement are sent to the ID and Strategic Response Bureau Units.
3. A search is made for report(s) referencing the subject of the expungement and the specific case. The report(s) is flagged advising it is a sealed record. All references to the subject of the expungement are removed from the ERS system. All ERS reports are noted and the report locked so access can only be gained through the Records Support Unit or PoliceNet Unit.
4. The expunged or sealed records are documented on an electronic log kept in the Records Support Unit.
5. A sealing letter is sent to the appropriate bureau advising it to remove any record which it might have that involves the expunged order.

Section 8 – Public Records Unit

The Public Records Unit is supervised by a Public Safety Analyst who reports directly to the Records Section Manager.

8.01 Duties and Responsibilities

- A. Public Records Unit Supervisor- The Public Records Unit is led by a Public Safety Analyst (CWA Bargaining Unit) whose duties include, but are not limited to:
 - 1. Providing general supervision of all aspects of the daily operation of the unit
 - 2. Serving as a liaison with other units in the Division and with other outside entities
 - 3. Staying abreast of changes in law regarding public records and records retention
 - 4. Ensuring the maintenance of morale, productivity, welfare, and discipline within the unit
 - 5. Completing other related tasks as assigned by supervisors
 - 6. Forwarding quarterly status reports through the chain of command
- B. “Public Records Responders” classified as Management Analyst Is (CWA Bargaining Unit) are assigned to the Public Records Unit, and their positions require, with minimal supervision, the ability to research, organize, evaluate, and prepare records for distribution to the public in a complete manner and within the guidelines prescribed by law. Their positions also require the use of computers with various software applications as well as other electronic and non-electronic equipment. The Public Records Responders’ duties include, but are not limited to:
 - 1. Responding to and processing requests for public records
 - 2. Monitoring and maintaining accurate documentation and files for public record requests
 - 3. Responding to inquiries from other areas of the Division
 - 4. Maintaining communication and cooperation with other areas of the Division to ensure the attainment of its organizational goals
 - 5. Staying abreast of changes in law regarding public records and records retention
 - 6. Recognizing potential problems for the Division regarding public records and records retention and developing plans to correct them
 - 7. Keeping the Public Records Unit Supervisor abreast of the status of work being processed
 - 8. Assisting with records retention tasks as needed
 - 9. Completing other related tasks as assigned by the unit supervisor
- C. General Office Assistant (AFSCME Bargaining Unit) - An Office Assistant 1 is assigned to the Public Records Unit as a general office assistant and his/her position requires, with general supervision, the ability to perform general and varied clerical duties and related tasks accurately and in a timely manner. The position also requires the OA1 to use computers with various software applications as well as other electronic and non-electronic equipment. The OAI’s duties include, but are not limited to:
 - 1. Communicating with the public to facilitate the intake of requests for Division records
 - 2. Performing various clerical functions, including but not limited to, filing, typing, data entry, receiving telephone calls, sorting mail, and preparation of statistical data
 - 3. Responding to inquiries from other area of the Division
 - 4. Maintaining communication and cooperation with other areas of the Division to ensure

- the attainment of organizational goals
- 5. Staying abreast of changes in law regarding public records and records retention
- 6. Keeping the Public Records Unit Supervisor abreast of the status of work being processed
- 7. Completing other related tasks as assigned by the unit supervisor
- D. Police Property Clerk (AFSCME Bargaining Unit) - A Police Property Clerk is assigned to the Public Records Unit and works in a warehouse environment with minimal supervision. The position requires the ability to organize, file, locate, and handle police records. The position also requires the Property Clerk to use computers with various software applications as well as other electronic and non-electronic equipment. The Property Clerk's duties include, but are not limited to:
 - 1. Inventorying, receiving, transporting, organizing, filing, and documenting records for intake, storage, and release at the records storage site.
 - 2. Responding to requests for records located at the storage site.
 - 3. Monitoring and maintaining accurate documentation and files for the records retention function and facility.
 - 4. Facilitating the periodic destruction of records within the guidelines of the record retention schedule.
 - 5. Maintaining communication and cooperation with the other areas of the Division to ensure the attainment of its organizational goals.
 - 6. Staying abreast of changes in law regarding public records and records retention.
 - 7. Recognizing potential problems for the Division regarding public records and records retention and developing plans to correct them.
 - 8. Keeping the Public Records Unit Supervisor abreast of the status of work being processed.
 - 9. Completing other related tasks as assigned by the unit supervisor.
- E. Cruiser Recordings Office Assistant (AFSCME Bargaining Unit)- An OAI is assigned to the Public Records Unit as the Cruiser Recordings Office Assistant and his/her position requires, with general supervision, the ability to retrieve and respond to requests for cruiser recordings accurately and in a timely manner. The position also requires the Office Assistant to use computers with various software applications as well as other electronic and non-electronic equipment. The OAI's duties include, but are not limited to:
 - 1. Communicating with requesters to facilitate the intake of requests for recordings.
 - 2. Performing various clerical functions, including but not limited to, filing, typing, data entry, and handling telephone calls.
 - 3. Responding to inquiries from within the Division and outside the Division as necessary.
 - 4. Maintaining communication and cooperation with other areas of the Division to ensure the attainment of its organizational goals.
 - 5. Keeping the Public Records Unit Supervisor abreast of the status of work being processed.

6. Completing other related tasks as assigned by the unit supervisor.

8.02 Procedural Guidelines

A. Public Records Requests

1. Intake

- a. The primary responsibility for the intake processing of public records requests is that of the General Office Assistant. All members of the Public Records Unit will assist with this function whenever appropriate or necessary.

i. Completing the request

- a. Requests for public records will be received in person at Police Headquarters, via email, via U.S. mail or other delivery provider, or by fax. Telephone requests are not prohibited but should be considered only when other means are not practicable.
- b. The Public Records Request form (E-10.101) will be provided to a requestor whenever possible. The form is available on the Division's website at www.columbus.gov/police. It may also be faxed or mailed to a requestor and is available at the Public Service Office located on the first floor of Police Headquarters. All Division personnel may provide a form upon request.
- c. Completion of the form is not necessary if a request has been made in some other written form, such as a letter, fax, or email. These written documents will serve as the request.
- d. Requestors are encouraged to complete the form but are not required to do so. No requestor will be required to provide a written request.
- e. If a requestor declines to provide a written request, complete the Public Records Request form using as much information as possible.
- f. Requestors are encouraged to provide a name, address, phone number, and when necessary, the reason for the request. No requestor will be required to provide such information.
- g. Requestors who decline to provide a name and contact information will be issued a Public Record File Number. Note the Public Requestor number on the Public Records Request Contact Card (form E-10.106) and provide it to the requestor.

- h. Items not yet created are not a record. “Perpetual” requests and/or requests for items not yet created will be denied.
 - ii. Shared Responsibility and Referral of Certain Request Types
 - a. Requests for records handled by the Records Unit (such as offense reports, accident reports, etc.) are not to be processed by Public Records Unit personnel except as a component of a larger public records request normally handled by the Public Records Unit.
 - b. Requests for Identification Photos:
 - 1. The Public Information Unit handles the release of photos of civilian police personnel. In the absence of Public Information Unit personnel and at the direction of a supervisor, the Public Records Unit may release civilian employee photos.
 - 2. The Public Records Unit handles all other requests for Identification photos.
 - 3. Do not release photos of sworn police personnel if the individual holds a position or has an assignment that may include undercover or plain clothes positions or assignments. (R.C. 149.43(A)(7)(g). Notify the Public Records Supervisor of any requests for a sworn police photograph. Notify the immediate supervisor of the sworn personnel subject to the photo request, and inquire as to whether specific facts exist to meet the above conditions. Keep Documentation in the Public Records Request Folder (E-10.105). If necessary, discuss with the Legal Advisor.
 - c. Requests for Criminal Records Checks:
 - 1. Local (Adult) - refer the requestor to:
Franklin County Sheriff’s Office Records Section
370 S. Front Street Columbus, Ohio 43215
614-525-3364
 - 2. Statewide (Adult) – refer the requestor to:
State Bureau of Identification and Investigation
740-845-2000
 - 3. Juvenile – refer the requestor to:
Franklin County Juvenile Court Record Room
373 S. High Street Columbus, Ohio 43215
614-525-4447

- d. Requests for Traffic Ticket copies – refer the requestor to:
Traffic Violations Bureau
375 S. High Street 2nd Floor
Columbus, Ohio 43215
614-645-8845
 - e. Requests for Arrest Information forms (U-10.100) or other court records – refer the requestor to the Prosecutor’s Office
Columbus City Prosecutor
375 S. High Street
Columbus, Ohio 43215
614-645-7483

Franklin County Common Pleas Court Prosecutor
373 S. High Street
Columbus, Ohio 43215
614-525-3555
- iii. Assigning the request
- a. Time-stamp all incoming requests. Requests received through any other unit and previously time-stamped will be re-stamped upon receipt in the Public Records unit.
 - b. Log the request in the public records logbook and assign a public records request number or administrative request number.
 - c. Write the public records request number on the Public Records Request form or on the upper right hand corner of any written request.
 - d. Place all information in a Public Records Request Folder (E-10.105) and write the public records request number on the tab. Enter all relevant information on the front of the folder.
 - e. Assign the request to the next available Public Records Responder.
 - f. Requests received before 1:00 PM will be logged and assigned the same day received. Requests received after 1:00 PM may be logged and assigned the same day or the following working day.
 - g. Enter all information in the computer database. The “Category” field is mandatory and will be designated when the request is assigned (see the Section A,2).

- h. Place the request in the assigned individual incoming mail tray.
- i. Notify the Public Records Unit Supervisor of any unusual requests, requests by Division personnel, requests for “Safety/Security or Infrastructure” records, and any other requests of concern. In the absence of the Public Records Unit Supervisor, notify any available the Records Section Manager.
- j. The Public Records Unit Supervisor will notify the Records Section Manager of requests of concern.

2. Categories

- a. There are three categories that will be used to define the size, complexity, and estimated completion time for public records requests. The categories as defined are a guide and may vary according to workload, personnel, or unexpected complications.

- i. Category one requests will generally be completed in one to five working days. Category one requests include, but are not limited to, the following:
 - a. 911 recordings
 - b. Incident runs less than 10 addresses, less than 10 dates, less than 10 incident numbers, or any combination totaling less than 10
 - c. Identification photos
 - d. Internal Affairs Bureau discipline history
 - e. Microfilm files requiring no or minimal redaction
 - f. Discipline Tracking – viewing only
- ii. Category two requests will generally be completed in six to ten working days. Category two requests are as follows:
 - a. Incident runs 11 to 20 addresses, 11 to 20 dates, 11 to 20 incident numbers, or any combination totaling 11 to 20
 - b. Chain of command investigations that are completed and filed
 - c. Payroll records – print out only
 - d. Personnel files – small files requiring minimal redaction
 - e. Training records – print out only
 - f. FTO packages
 - g. Video recordings – closed investigations four recordings or fewer
 - h. Records stored in the Property Control Unit (PCU)
 - i. Microfilm files requiring moderate redaction
- iii. Category three requests will generally require ten to sixty working days to complete. Category three requests are as follows:
 - a. Combination requests
 - b. Incident runs – more than 20 addresses, more than 20 dates, more

than 20 incident numbers, or any combination totaling more than 20.

- c. IAB investigations
 - d. Accident Investigation Unit files
 - e. Criminal Investigative files
 - f. Police involved shooting/death files
 - g. Chain of command investigations not completed
 - h. Payroll records – hard copies (such as leave slips, timesheets, overtime slips, etc.)
 - i. Personnel files – large and/or requiring moderate redaction
 - j. Background files
 - k. Polygraph file
 - l. Computer files – CAD, Traffic Data, and files requested through PoliceNet, etc.
 - m. Photographs
 - n. Training records – non-printout files
 - o. Video recordings – more than four
 - p. Unusual requests – unusual or obscure events, requests requiring research of old or stored files, etc.
 - q. Discipline Tracking System print-outs
- b. The General Office Assistant will assign the category at the intake level. If revision of the category is required, the Public Records Responder making the change will note the reason on the folder, make notification to the Public Records Unit Supervisor, and revise the category in the computer.
 - c. Public Records Responders will notify the Public Records Unit Supervisor when a request exceeds the established time periods for any category. Email is acceptable. Include the public records request number, expiration date, reason(s) for delay, and estimated revised completion date.
3. Processing the Request
- a. Public Records Responders will process public records requests.
 - b. Review and evaluate incoming requests as soon as practicable.
 - c. Requests will generally be handled in the order received, except:
 - i. When possible, consider a requestor's need for records in a specific time frame.
 - ii. Consider requests by category and attempt to comply with category time frames.
 - iii. Generally, requests for the media in “breaking news” situations should be handled as soon as practicable. Media requests involving “investigative stories” or “old news” will be handled in the same manner as other requests.

- d. Determine if the request is for copies or for viewing.
- e. Contact the requestor for clarification or additional information as necessary.
- f. Send notice to any Division employee of any request for viewing or copies of their personnel file. A copy of the notification letter will be placed in the public records folder.
- g. Request the needed records from the appropriate Division units or personnel. Written requests are preferred; however, requests may be made in person or by phone. Copies of written requests will be maintained in the public records request folder.
 - i. Requests for records from Assault/Homicide Section will be coordinated through the first shift Homicide Unit Sergeant
 - ii. Requests for photographs will be made through the Photo Lab. The preferred format for providing photos is on compact disk. Standard photo prints may be provided upon request. Identification photos will generally be color prints on paper. Black and white paper prints may be provided up request.
 - iii. Requests for records on electronic media or floppy disk that cannot be reproduced within the Public Records Unit will be made through PoliceNet.
 - iv. When records are obtained from the PCU, document the property number(s) on the public records request folder. Copy the records as soon as possible and return the originals to the PCU.
 - v. Records that cannot be duplicated or reproduced through Division resources may be outsourced as needed. The requestor will pay the actual cost of duplication or reproduction. Advise the requestor of the additional cost and require prepayment or coordinate payment directly with the outsource vendor.
- h. Original records provided to the Public Records Unit will be returned in their original condition to the providing unit as quickly as possible. Pick-up and return of the records will be documented on the public records request folder. Copies of quality sufficient for reproduction are acceptable in lieu of the original records.
- i. Personnel will not be required to report to other units to conduct a search for record(s) belonging to that unit.
- j. Records not provided in a reasonable period of time, incomplete records, or refusal to provide records will be reported to the Public Records Unit Supervisor. Document each request for the records.
- k. All records obtained will be reviewed for possible redaction.
- l. Redact all records in accordance with the exceptions provided under Section 149 of the Ohio Revised Code. Redaction of copies is the preferred method; however, when necessary original documents may be redacted by covering the information

- with post-it-tape or similar means. Redaction must not damage an original record.
- m. Public Records Responders should proofread redaction whenever possible. Records requiring heavy or unusual redaction or for which the redaction is difficult should be proofread by a different Public Records Responder.
 - n. Requests for records not available due to the “Confidential Law Enforcement Investigatory Record Exception” will be closed and the requestor notified that another request can be made after the case(s) is closed.
 - o. A copy of the record(s) provided will be placed in the public records request folder. If redaction was necessary, the original redacted copy will be the file copy. Copies of records obtained but not provided are to be clearly marked as “not provided” and filed in the public records request folder.
 - p. Document all actions, activity, contacts, and pertinent information in the appropriate location on the public records request folder. The following items, if created in the processing of a request, will be included in the public records request folder:
 - i. Copies of all written correspondence/communications
 - ii. The fax cover sheet and fax communication journal printout
 - q. Public records request folders will be assembled in the following order:
 - i. Public records request (form or letter)
 - ii. File copy of records provided
 - iii. Records not provided
 - iv. Notes
 - r. Use individually labeled dividers between different records in moderate to large requests. For example, a request for five different personnel files will have a tabbed 1/3 cut folder labeled with the name of the employee separating it from the other four files. The other four files will be similarly marked.
 - s. Large requests will be contained in expandable file folder and/or storage boxes as needed. The Public Records Request form or request letters will be placed in the public records request folder at the front of the expandable folder. All other items contained in the file will be placed in manila folders or envelopes and clearly marked according to the content. Large requests requiring multiple expandable folders or storage boxes will be clearly marked on each folder or storage box with the public records request number and identified as number 1 of 2, 2 of 2, etc. Requests that are too large to file in the file cabinets will be stored in 15”x12”x10 ¼” size file boxes in the workroom. The public records request number will be clearly marked in black marker on the end of the box. An “out card” designating the location of the file will be placed in the file drawer in place of the file.
 - t. Requests made by prisoners will only be filled in compliance with section 149.43(B)(8) of the Ohio Revised Code. A request that does not include prepayment and a letter from the presiding judge will be closed and a letter of

explanation forwarded to the prisoner.

- u. Public Records Unit personnel will not create a new record, nor request the creation of a new record, in order to respond to a public record request.
- v. Notify the bureau chain of command of the following:
 - i. All requests for safety/security of infrastructure records
 - ii. Notice of legal action against the Division regarding any public records request
 - iii. Requests which may result in broad media attention
 - iv. Other situations as deemed necessary
- w. Review by or notice to the Legal Advisor is required in the following situations:
 - i. All police involved shooting cases
 - ii. All requests for safety/security or infrastructure records
 - iii. Notice of legal action against the Division regarding any public records request
 - iv. Responses to requests for written documentation of the reason for redaction or denial of records
 - v. Questions of law regarding public records requests
 - vi. Child abuse cases
- x. Review by or notice to the Legal Advisor is recommended in the following situations:
 - i. Cases involving lawsuits or potential lawsuits against the Division
 - ii. Homicide or other death related cases
 - iii. Cases involving broad media attention
 - iv. Requests involving any dispute regarding redaction or non-disclosure
 - v. Cases involving attempts to circumvent discovery through public records
 - vi. As needed for any public records law issue
- y. Work product handled by the Public Records Unit, but not classified as a public records request, will be designated as “Administrative.”
 - i. The letter “A” will be added to the beginning of the request number.
 - ii. Processing of the administrative request will mirror the processing of the standard public records request when applicable.
 - iii. In the event that the Public Records Unit is notified of the release of Division records by personnel outside the Public Records Unit:
 - a. Create an administrative request to document the release.
 - b. Obtain copies for file of any records provided if possible. If copies are obtained, place them in the request folder. If copies cannot be obtained, note this on the folder.
 - c. Obtain all pertinent information:
 - 1. Name and assignment of the employee who provided the records (note this information in the “remarks” filed of the

- database)
- 2. Name, address, and phone number of the person the records were provided to (this person/organization will be designated as the requestor)
- 3. The date that the records were provided
- 4. Any other information available
- d. Determine if payment was received. If so, document the amount and how it was processed. If not, note “no payment” on the folder.
- e. Enter the information into the computer, clear, and file the request as any standard public records request.
- z. Review pending requests every two weeks. Notify requestors of the status of requests older than two weeks. Document the date, results, and means of notice on the public records request folder.
- 4. Clearing the request
 - a. Viewing
 - i. If the requestor specified viewing, contact the requestor and schedule a date and time for viewing of the records.
 - ii. Whenever possible, viewing of records will be done in the Public Records Unit offices in Police Headquarters.
 - iii. When specialized equipment is required for viewing of records, and the equipment is not available in the Public Records Unit, make arrangements for the use of the equipment at that location.
 - iv. A Public Records Unit employee will accompany persons viewing records at all times.
 - v. Do not allow the requestor to handle original audiotapes, videotapes, or computer disks.
 - vi. Provide the requestor with post-it notes to flag records that will be copied.
 - vii. Copy the flagged records, determine the cost, accept payment, and provide copies to the requestor. Notify the requestor if copies cannot be prepared while the requestor waits, such as for photographs.
 - viii. Follow the procedures in the “Copies” section.
 - b. Copies
 - i. Prepare and package the requestor’s copies.
 - ii. Complete the “Public Records Invoice” form (E-10.104) and attach it to the front of the prepared requestors package.
 - iii. Notify the requestor that the records are ready, the final cost of the copies, and where the records may be picked up.
 - iv. Place the completed request in the “completed request bins” at the front counter in the Public Service Office. Completed requests are filed in

alphabetical order according to the last name of the requestor. Requests with no name will be placed in front of the “A” section in numerical order.

- v. The person claiming the request will be asked to sign the invoice on the designated line. If the claimant refuses to sign, write the word “refused” on the designated line. The claimant will not be required to sign the invoice.
- vi. The employee releasing the record will sign and date the invoice form on the designated line.
- vii. Remove the top (white) copy of the invoice and place in the incoming mail tray for filing. The bottom (yellow) copy remains with the package and is the requestor’s copy of the invoice.
- vii. File the white copy of the invoice in the appropriate public records request file.
- viii. Records may be mailed via U.S. Postal Service upon request.
 - a. Records mailed require prepayment for the cost of the packaging and postage.
 - b. Records will be mailed via certified mail or will include insurance to be paid by the requestor. Additional U.S. Postal Services may be provided upon request. This requirement may be waived on a limited basis with the approval of the Public Records Unit Supervisor.
 - c. Complete an invoice and include the yellow copy in the requestor’s package. File the white office copy in the request folder.
- ix. Records may be faxed upon request. Faxed records may be 20 pages or less. There is no charge for faxed records. Include the fax cover sheet and fax “communication journal” in the public records request folder.
- x. Enter the complete clearance information into the computer database.
- xi. File the completed public records request file in numerical order in the workroom file cabinets.

5. Payment

- a. Prices will be determined based upon the designated fee chart.
- b. Cost for items not listed in the fee chart will be factored based upon the actual cost of materials for reproduction. Labor will not be considered when determining cost.
- c. Make a notation on the public records request folder including the date of payment, the means of payment, and the amount of the payment. Include a copy of the check or money order in the folder.
- d. Prepayment is required in the following situations:
 - i. Photographs (standard photographic prints)

- ii. Copying fees of more than \$10.00
- iii. Person(s) with prior unclaimed requests that:
 - a. Total more than \$10.00
 - b. Involve more than 3 unclaimed requests regardless of cost.
- iv. Invoices will be used to document prepayment of public records requests.
A second invoice will be attached to the completed package with an indication that payment has been made.
- e. Unsolicited prepayment over and above the final cost for the requested records will not be refunded. All such overpayment will be documented on the public records request folder and the total amount processed as payment at the cash register in the Public Service Office.
- f. Upon receipt of unsolicited prepayment:
 - i. The General Office Assistant will place the payment in an envelope marked with the public records request number.
 - ii. The General Office Assistant will file the envelope in the lock-box located in the file in numerical order and document both the “i” and “ii” on the Public Records Request Folder.
 - iii. The assigned Public Records Responder will determine the final cost of the request and process the payment as needed. If the request cannot be filled and no payment was required, he/she will return the payment, notify the requestor, and document all action taken on the public records request folder. The information should include the date the check was processed, the check number, and the amount.
- g. Payment will be accepted as cash, check, or money order. Checks and money orders should be made out to “Columbus City Treasurer-Police.”
- h. Payment is received at the Public Service Office located in Police Headquarters. Fees may be waived in limited circumstances upon approval of the Public Records Unit Supervisor or the Records Management Bureau Manager. In accordance with Section 149 of the Ohio Revised Code, there is no requirement to waive fees based upon the indigence of a requestor.

6. Returns

- a. Generally, the General Office Assistant will process returns. When the General Office Assistant is not available, the Public Records Responders will perform this function.
- b. Requests will be maintained in the completed request bins for 30 days. After 21 days, the requestor will be contacted and provided a second notice that the request is ready for pick-up. The requestor will be advised that the request will be returned to file if unclaimed in 7 days. This contact will be documented in the designated area on the invoice form.
- c. Requests unclaimed 7 days after the second notice will be returned to the master

public records request file. The return to file will be noted in the designated area of the invoice for and entered in the computer.

7. Miscellaneous Procedures

- a. Individuals seeking information or who wish to discuss the actual content of a record, the investigative process, procedural guidelines for units other than Public Records, or similar issues will be referred to the responsible unit, detective, or supervisor.
- b. "Out cards" will be used when public records requests are removed from the master file.
- c. Public Records Unit personnel will maintain all Division files for which they are responsible in an organized manner. The files will be clearly marked and the filing system will provide reasonable access to the records.
- d. Public records request files will be maintained in the workroom area (space permitting) for one year.
 - i. Files to be prepared for storage at the warehouse facility will be packed in 15"x12"x10 1/4" boxes and marked with the unit name, file number sequence, and year of the files.
 - ii. Complete and inventory list of the records contained in the box. Place a copy of the inventory list inside the box. The original inventory list is the Public Records Unit file copy and will be placed in the file cabinets in room 127.
 - iii. The Police Property Clerk assigned to the warehouse facility will be notified via email after the records are prepared for storage and ready for pick-up.

B. **Internal Audio** Requests

1. Intake

- a. The primary responsibility for the intake processing of internal audio requests to the Public Records Unit is that of the General Office Assistant. All members of the Public Records Unit will assist with this function whenever appropriate or necessary.
- b. Requests for internal audio recordings will be received in person at Police Headquarters, via email, via U.S. mail or other delivery provider, or by fax.
- c. The Internal Audio/Video Request (form S-35.104) will be completed by the requestor whenever possible.
- d. Requests for audio recordings from outside the Division or other City of Columbus agencies shall be processed through the Public Records Unit as a public record request. Such requests shall be forwarded to the General Office Assistant.
- e. Log the request in the audio request logbook.

2. Processing the Request

- a. The designated Public Records Responders will process requests for audio recordings. They will:
 - i. Review and evaluate incoming requests as soon as practicable.
 - ii. Requests will generally be handled in the order received. When possible, consider a requestor's need for recordings in a specific time frame.
 - iii. Contact the requestor for clarification or additional information as necessary.
 - iv. Search for and locate the requested file within the audio recordings database.
 - v. Copy the file in the format requested.
- 3. Clearing the Request
 - a. Prepare and package the requestor's copy.
 - b. Notify the requestor that the copy is ready and where it may be picked up. Records may be mailed via inter-office mail upon request.
 - c. The original completed Internal Audio/Video Request forms shall be ~~placed in~~ boxed. Each box shall be marked indicating the timeframe of the contained forms. One copy of the completed form shall remain with the package and is the requestor's copy.
 - d. Log the date that the request was completed in the audio request logbook.
- 4. Miscellaneous Procedures
 - a. Completed Internal Audio/Video Request form boxes will be maintained in a designated storage room (space permitting) for one year.
 - b. Files to be prepared for storage at the warehouse facility will be packed in 15"x12"x10 1/4" boxes and marked with the Unit name, "Internal Audio/Video Request Forms," and the year of the files.
 - c. The Police Property Clerk assigned to the warehouse facility will be notified via email when the records prepared for storage and ready for pick-up.

C. Internal Video Requests

- 1. Intake
 - a. The primary responsibility for the intake processing of internal Cruiser Video System (CVS) requests to the Public Records Unit is that of the Cruiser Recordings Office Assistant. For all other types of video requests, intake processing will be completed by designated Public Records Responders. All members of the Public Records Unit will assist with this function whenever appropriate or necessary.
 - b. Internal requests for video recordings will be received in person at Police Headquarters, via email, via U.S. mail or other deliver provider, or by fax.
 - c. The Internal Audio/Video Request (form S-35.104) will be completed by internal requestors whenever possible.
 - d. Requests for video recordings from outside the Division or other City of

Columbus agencies shall be processed through the Public Records Unit. Such requests shall be forwarded to the General Office Assistant.

- e. Log the request in the relevant video request logbook.

2. Processing the Request

- a. The OAI will process internal requests for CVS recordings. The designated Public Records Responders will process requests for all other types of video. He/she will:
 - i. Review and evaluate incoming requests as soon as practicable.
 - ii. Requests will generally be handled in the order received. When possible, consider a requestor's need for recordings in a specific time frame.
 - iii. Contact the requestor for clarification or additional information as necessary.
 - iv. Search for and locate the requested file within the relevant video recordings database.
 - v. Copy the file in the format requested.

3. Clearing the Request

- a. Prepare and package the requestor's copy.
- b. Notify the requestor that the copy is ready and where it may be picked up. Records may be mailed via inter-office mail upon request.
- c. The original completed Internal Audio/Video Request forms shall be boxed. Each box shall be marked indicating the timeframe of the contained forms. One copy of the completed Internal Audio/Video Request form shall remain with the package and is the requestor's copy.
- d. Log the date that the request was completed in the relevant video request logbook.

4. Miscellaneous Procedures

- a. Completed Internal Audio/Video Request form boxes will be maintained in a designated storage room (space permitting) for one year.
- b. Files to be prepared for storage at the warehouse facility will be packed in 15"x12"x10 1/4" boxes and marked with the Unit name, "Internal Audio/Video Request Forms," and the year of the files.

5. The Police Property Clerk assigned to the warehouse facility will be notified via email when the records prepared for storage and ready for pick-up

D. Records Retention Warehouse Procedures

- 1. The Police Property Clerk assigned to the records retention warehouse facility is the employee primarily responsible for performing all its functions. In the absence of the Police Property Clerk, Public Records Unit personnel will assume the tasks of records retrieval on an as needed basis. Public Records Unit personnel may be required to perform other warehouse tasks on a limited basis.

2. Intake

a. Storage Container requirements

Records to be stored at the warehouse facility will be accepted only if boxed as follows:

- i. Only 15"x12"x10 ¼" storage boxes will be accepted.
NOTE: The Payroll Unit may use the larger storage boxes for timesheets only. Deviation will require approval of the Public Records Unit Supervisor.
- ii. Boxes are not exceptionally damaged or crushed.
- iii. Boxes are not packed overly tight (files forced together preventing reasonable access).
- iv. Boxes are not overweight. Must be less than 50 pounds.
- v. Boxes must be labeled as follows:
 - a. Located on the end of the box using black chisel tip marker
 - b. Large, legible, block print
 - c. Include bureau, section, and unit name
 - d. Contain a brief, general description of the contents. If records are numbered, the number series is to be listed
 - e. Display the date range of the records
- vi. Records contained in the boxes must be marked, separated, and contained in a logical manner so as to allow for reasonable access, location, and retrieval of records.
- vii. The boxes must contain no hanging file folders and/or property and include a detailed inventory list of all records contained in each box.
- viii. Records that do not meet the above criteria will not be accepted for storage at the warehouse facility. Notify the Public Records Unit Supervisor of refusal to accept records. Notice of refusal will be made in writing before the end of the shift and will include the reason for the refusal. Email notice is sufficient.

b. Receiving Records for Storage

- i. The Police Property Clerk will respond to all Division requests for pick-up of records to be transported to the warehouse facility.
- ii. Requests for pick-up may be received by phone, email, or in person. Complete a Records Retention Warehouse work order form (E-10.107). Email requests will be printed and will serve as the pick-up request work order. Pending work order requests will be maintained on a clipboard in the designated location in the warehouse until completed and filed, except during pick-ups.
- iii. Contact the requestor to confirm an approximate pick-up date and time. Contact will be made via email within 24 hours of the receipt of the request. The email documentation will be included in or attached to the

work order request.

- iv. Telephone or personal contacts regarding any work order request will be documented on the work order request and will include the date of contact, time of contact, phone number called, person contacted, and content of the contact.
- v. Records should be picked up within 5 working days of the request. Advise the requestor of any delays. Notice of delay will be made via email and attached to the work order request. The notice will include an explanation for the delay and a revised approximate pick-up date.
- vi. Completed work order requests will be filed in the designated file in the warehouse office.
- vii. Inventory records prior to removal from the pick-up site. Indicate any missing records or discrepancies on the work order form. Some records cannot be reasonably inventoried. For records that cannot be inventoried write, "cannot inventory" on the work order form and include the reason that they could not be inventoried.
- viii. The requestor or other designee must sign the work order form, thereby releasing the records. The Property Clerk will sign and date the inventory form in receipt of the records. Keep the original work order form and provide the copy to the releasing employee.
- ix. Records dropped off at the warehouse:
 - a. Do not accept improperly boxed records.
 - b. The employee delivering the records shall wait while the records are inventoried or the records will not be accepted.
 - c. Inventory the records and have the releasing employee sign a work order, a receipt, and then provide them with a copy. Note on the work order form that the records were dropped off.
- x. Ensure the records retention schedule numbers are written in red on the box label. Verify the accuracy of the schedule number that has been used. Assure that the projected destruction date is written on the box label in red and that it corresponds with the destruction date specified by the listed retention schedule number.
- xi. File the new records in their designated location.
- xii. Records picked up or received will be filed within 7 working days of receipt.
- xiii. File the work order forms according to unit in the warehouse office files.
- xiv. Records that have no applicable records retention schedule number will not be accepted for storage at the warehouse unless a request has been submitted to the Public Records Unit Supervisor requesting submission of an appropriate schedule.

c. Form RC-3 Required

- i. All boxes placed in storage at the warehouse, except records with a records retention schedule of “Permanent,” will have a completed RC-3 on file.
- ii. RC-3s will be completed prior to filing the incoming records.
- iii. Records from the same unit and with the same destruction date may be listed on the same RC-3.
- iv. Note the name of the unit at the top left-hand corner of the RC-3.
- v. Note the shelving section number in parenthesis next to the unit name.
- vi. Place a copy of the applicable completed RC-3 inside the box.
- vii. Place the original RC-3 in a file according to the assigned destruction date.

E. General Procedures

1. Filing of Records

- a. Log all incoming and outgoing records on the Records Retention Transaction Log.
- b. Records stored at the warehouse facility are organized by bureau, section, and unit.
- c. All records from individual units will be filed together and in the same location.
- d. Records to be re-filed will be maintained in a separate designated location until they are filed. Records will be re-filed within two working days of return.
- e. Boxes will be placed on the shelves in a logical sequence by record type and date/alphabetic order.
- f. Boxes will not be stored directly on the floor. All boxes will be shelved or placed on pallets. Pallets will be used for storage only in the following circumstances:
 - i. To support boxes stored on the floor under the shelving units
 - ii. Pending filing
 - iii. During inventory
 - iv. When no appropriate storage space is available
 - v. Pending destruction
- g. Correction of box labels will be noted in green marker.
- h. Records returned to the warehouse will be logged on the Records Retention Transaction Log. Return the file to the appropriate storage box.
- i. Records that were out of file when the corresponding records were placed in storage may be sent to the warehouse for filing. Log the incoming new record on the Records Retention Transaction Log and file it in the appropriate box.
- j. Remove “out cards” when re-filing records.

2. Releasing Records from Storage to Division Personnel

- a. Create a work order request for records requested from the warehouse. Email may be used in place of the work order request form. Records requested and

- picked-up in person from the warehouse do not require a work order request.
- b. Log all records released on the Records Retention Transaction Log.
 - c. Copies may be provided in lieu of originals. Release of copies will be logged. Check the “copies” box in the return to file section on the log. Copies will not be returned.
 - d. Records of less than 20 pages may be faxed or scanned. Irregular shaped, damaged, or brittle records will be copied and then faxed/scanned. Check the “faxed” box in the return to file section on the log. Faxed/scanned copies will not be returned.
 - e. Records released for the purpose of compliance with a court order to seal the record will be logged on the Records Retention Transaction Log. In the return to file section, check the “sealed” box. Place the yellow and red “Sealed Record Card”, or an “out card” in the box in place of the file. Maintain a copy of the “request to seal” letter in the warehouse office file according to the unit the record came from.
 - f. If requested records cannot be located, contact the requestor for additional information.
 - g. If a thorough search has been completed and the records are not located, notify the requestor of the reason:
 - i. The record is signed out already and to whom
 - ii. No records from that series, unit, or title are at the warehouse
 - iii. The records have been destroyed in accordance with the approved records retention schedule
 - iv. The record is not located the box
 - v. Other reasons not listed
 - h. Document on the work order request the notice to the requestor. Include the date, time, who was contacted, how they were contacted, and the information provided.
 - i. Document on the work order request the search that was conducted, the results and disposition of the search.
 - j. When pulling records from a file, “out cards” will be used. The “out card” will contain the following information:
 - i. Date the file is pulled
 - ii. Name of the person pulling the file
 - iii. Name of the person to whom the file is released
 - iv. If the file is being requested by one person and will be delivered to another, include the name of the person who will receive the file.
 - v. The unit the file came from
 - vi. The folder number or record description
 - vii. If the record is being sealed, in addition to the above information, write, “sealed record” on the out card

- k. Unsolved homicide case files will be released only to homicide detectives assigned to the Homicide Cold Case Unit, or by written permission of a homicide unit sergeant, the Homicide Section Lieutenant, Crimes Against Persons Bureau Commander, or the Public Records Unit Supervisor for the purpose of public records request or transporting to headquarters.
 - l. When releasing original files, complete the Records Transfer form (E-10.103).
 - i. The original form will be placed in file by date.
 - ii. The carbon copy will be provided to the requestor.
 - iii. The carbon copy shall be returned with the file. If the file is returned directly to the warehouse, pull the original form from the file and sign both the original form and carbon copies. Provide the signed carbon copy to the employee returning the record. If the record is returned through the Public Records Unit, sign and retain the carbon copy, and provide a copy to the person returning the record. Attach the carbon copy to the record and place it in the “warehouse returns box” located in Room 127. Public Records Unit personnel will notify the Police Property Clerk when there are records returns to be picked up. Completed Record Transfer forms will be filed by unit in alphabetic order.
 - iv. Outstanding records – Send a notice to personnel requesting the status of records out of file for more than 30 days.
 - m. Division employees on official police business are permitted to utilize the office area and worktables to review stored records. Employees handling records will sign in on the Records Retention Visitor Log.
 - n. Division employees on official police business and accompanied by any Public Records Unit personnel are permitted into the storage area to view or research records as needed. Employees and other persons entering the storage area will sign in on the Records Retention Visitor Log.
3. Sealed Records
- a. Sealed records will be locked in the “sealed records cage”, separate from all other records. Boxes containing sealed records will be clearly marked with the word “SEALED.” Sealed records coming to the warehouse will be placed in the “SEALED” records boxes according to the unit from which they came. The sealed records will be filed within the boxes as follows:
 - i. In numerical order by case file number, from lowest to highest.
 - ii. In numerical order by year from the oldest year to most recent year.
 - b. Records that have been sealed will not be accessed except in accordance with Ohio Revised Code Sections 2953 and 2951.
 - c. Requests for access to sealed records will be processed through the Public records Unit Supervisor.
 - d. ID Unit personnel may access or sign out sealed ID Unit records only, and with

the written permission of an ID Unit supervisor. The written permission may be made in the form of an email and will include the name of the employee accessing or removing the record. A copy of the written permission is to be forwarded by the ID Unit supervisor to the Public Records Unit Supervisor to serve as notice of the access. In addition to the normal sign-out procedure, warehouse facility personnel will attach a copy of the written notice to the “out card” and place the original notice in the file in the warehouse office.

- e. With the exception of the ID Unit records as stated above, requests for access to sealed records will be reviewed by the Division’s Legal Advisor, and the Records Management Bureau Manager will be notified.

4. Records Maintenance

- a. Damaged boxes will be replaced as needed.
- b. Wet or damp records must be thoroughly dried and placed in dry boxes before being intermingled with other records.
- c. Boxes with mildew will not be stored and will be replaced or removed from the warehouse immediately.
- d. As time permits, a continuous inventory will be completed.
 - i. Use the Records Retention Inventory Sheet to document each box inventoried.
 - ii. The completed inventory sheets will be filed according to the unit that the records belong to in the cabinets in the warehouse office.
 - iii. Randomly select boxes to be inventoried. When selecting boxes for inventory, consider the frequency of access by Division personnel, and Public Records Unit personnel, critical nature of the records, duration of storage, condition of boxes, and files contained.

5. Facility Security

- a. The warehouse is a limited-access secure facility. Exterior doors will not be left open or unlocked when an assigned employee is not present in the warehouse area. The rear office area is not part of the warehouse area for purposes of this section.
- b. The exterior doors will be locked when there is no assigned employee present in the warehouse complex.
- c. No unassigned persons will be permitted to remain in the warehouse or office area unaccompanied.
- d. An inspection to ensure security of all exterior doors and gate locks will be conducted prior to leaving the warehouse for any reason.

F. Records Retention and Destruction

1. Records Retention

Each city division is required to have a designated Records Retention Officer. The Records Retention Officer for the Division is the Records Section Manager.

- a. Records will be retained in accordance with Division policies and law.
 - b. The Records Retention Officer will:
 - i. Maintain the master copy of the Division's current records retention schedule.
 - ii. Initiate and review annually the records retention schedule. Submit requests for amendments, additions, or deletions (RC-2) through the chain of command and to the City Records Commission for approval.
 - iii. Upon request from authorized members of the Division, submit amendments, additions, or deletions of the records retention schedule through the chain of command to the City Records Commission for approval.
 - iv. Forward status letters to affected personnel/units.
 - v. Attend Records Commission meetings.
 - c. When an RC-2 has been submitted to the City Records Commission for approval, forward a status letter through the Public Records Unit's chain of command reporting the results of the Records Commission meeting. Forward a status letter to the affected personnel/units.
 - d. Upon receipt of the approved RC-2, forward copies as follows to:
 - i. The affected personnel/units
 - ii. The Accreditation Manager
 - iii. The Police Legal Advisor
 - iv. The Records Management Bureau Manager
 - e. Update the master copy of the records retention schedule to reflect the changes.
 - f. Maintain records retention development files. These files document the development of and amendments to the individual records retention schedule number.
 - g. A current version of the records retention schedule is maintained on the Division's intranet. Changes to the retention schedule are submitted to the Division's webmaster by the Records Section Manager.
2. Records Destruction
- a. Records will not be destroyed except in accordance with law and the approved records retention schedule.
 - b. Identify stored records that have met or surpassed the schedule of records retention.
 - c. Maintain a file of court orders prohibiting destruction of records. Ensure records identified for destruction are not affected by these court orders.
 - d. Review identified boxes to verify accuracy of content.
 - e. Mark boxes slated for destruction with a red "x" across the end of the box.
 - f. Separate records identified for destruction from records to remain in storage.
 - g. Store records identified and reviewed for destruction on pallets outside the fenced

area.

- h. Complete RC-3s, review them for accuracy, and ensure each box is represented on a RC-3.
- i. Submit the completed RC-3(s) through the chain of command to be approved and initialed by the Records Management Bureau Manager.
- j. Submit copies of the approved RC-3(s) to the City Records Commission if “RC-3 Required” is indicated on the approved RC-2.
- k. If required, submit the original RC-3(s) to the State Historical Officer. The State Historical Officer will submit the RC-3(s) to the Auditor of State. The Historical Officer and the Auditor of State have sixty days to review the RC-3(s) and notify the agency of any objections to the destruction. If after the sixty day waiting period there has been no communication from the Records Commission, the State Historical Officer, or the Auditor of State, the records may be destroyed.
- l. Maintain a file of RC-3(s) for records destroyed. RC-3s will be filed by unit in alphabetical order.
- m. Ensure records are properly destroyed.

G. Public Records Unit Administrative Procedures

- 1. Business Hours – The Public Records Unit will maintain business hours in accordance with Columbus City Code Section 151.04 as follows:
 - a. Public Services Office business hours are Monday through Friday, 7:00 A.M. to 2:00 P.M. and Saturdays from 11:00 A.M. to 3:00 P.M. Requestors requiring service during reasonable non-public business hours may schedule appointments with Public Records Unit personnel. Requestors will be accommodated whenever possible and practical.
 - b. Public Records Unit days of operation are Monday through Friday.
 - c. The Public Records Unit does not maintain public business hours during the following holidays:
 - i. New Year’s Day
 - ii. Martin Luther King Day
 - iii. President’s Birthday
 - iv. Memorial Day
 - v. Independence Day
 - vi. Labor Day
 - vii. Veterans Day
 - viii. Thanksgiving Day
 - ix. Christmas Day
 - x. Any other holidays proclaimed by the Mayor
- 2. Subpoenas and Discovery
 - a. Public Records Unit personnel will respond to subpoenas issued directly to them or “keeper of records” for Public Records Unit files in accordance with Division

Directives and law.

- b. The Public Records Unit will maintain a subpoena log. The General Office Assistant will log incoming subpoenas for Public Records Unit personnel or Public Records Unit files. Public Records Unit personnel will sign for receipt of the subpoenas.
- c. Subpoenas for records maintained by other units will be forwarded to the responsible unit. If the subpoena has been directed specifically to the Public Records Unit, contact the issuer of the subpoena and advise them where the subpoena has been forwarded.
- d. Subpoenas for records from multiple units will be forwarded to the responsible units for processing.
- e. Requests for discovery will be forwarded to the Legal Advisor's Office for processing.

NOTE: Upon request, provide copies of any Public Records Unit record to the Legal Advisor's Office for response to discovery

- f. Comply with requests from the City or County prosecutor's offices for copies of Public Records Unit records.

3. Miscellaneous

- a. All personnel will check individual voicemail and email daily.
- b. The General Office Assistant has the primary responsibility to check the main Public Records phone voicemail (645-4925), the Public Records Unit email, and the incoming fax transmissions. He/she is also responsible for the pick-up and delivery of unit mail from the Patrol Administration Office.
- c. The Police Property Clerk is responsible for checking the warehouse facility voicemail (645-4835).
- d. The fax "journal" printout will be filed in the designated locations in the Public Records Unit and at the warehouse facility.
- e. The Police Property Clerk is responsible for the pick-up of records returned to the Public Records Unit and pick-up of warehouse mail.
- f. In the absence of the General Office Assistant or the Police Property Clerk, the Public Records Responders will assume the responsibilities listed above.
- g. The Police Property Clerk will submit a monthly report to the Public Records Unit Supervisor. The report for the previous month is due by the 6th of the month. The report will contain the following:
 - i. A daily log of activities attached to the monthly report
 - ii. The total number of requests for records processed
 - iii. A list of new records picked up to include the number of boxes and the unit that they came from
 - iv. A copy of the Monthly Retention Warehouse Pre-start Inspection Sheet for the order picker to be attached to the monthly report

- h. Doors to Public Records Unit offices will be locked during non-business hours.

8.03 Equipment Use and Inventory

All Public Records Unit personnel are responsible for the care and maintenance of Division equipment assigned to the Public Records Unit. The Police Property Clerk is responsible for the care and maintenance of Division equipment assigned to the warehouse facility. Notify the Public Records Unit Supervisor of missing or damaged equipment.

A. Vehicles

1. Vehicle(s) assigned to the Public Records Unit will be parked in the assigned parking spaces when not in use during business hours.
2. Oil changes are to be completed in accordance with the mileage and date recommendations listed on the oil change sticker on the vehicle windshield.
3. Public Records Unit employees are responsible for ensuring repairs are requested when problems are detected. Repairs are completed by or coordinated through the City's Fleet Management Division.

B. Ballymore Order Picker (Elevated Work Platform)

1. All Public Records Unit personnel will be trained in the use of the Ballymore Order Picker. All operators must read the user's manual. Training and testing must be completed prior to using the equipment.
2. Maintain a copy of the Material Safety Data Sheet in a plastic envelope hanging near the front door to the warehouse. This document will be provided to fire and medical personnel upon request. Maintain a second copy in the warehouse office file.
3. The order picker battery contains hazardous chemicals. The following safety precautions apply:
 - a. Fire hazard – NO SMOKING
 - b. Spills or leaks – DO NOT USE WATER! Absorb the fluid by covering it with dry sand, earth, or vermiculite. Maintain one of the products in a container near the front door to the warehouse.
 - c. If a leak or spill occurs, notify the Fire Department (and the EPA if directed by the Fire Department).
4. The order picker requires daily, weekly and annual inspections in accordance with the manufacturer's recommendations.
 - a. Daily:
 - i. Conduct an inspection prior to use.
 - ii. Complete the Retention Warehouse Pre-start Inspection Sheet. File the inspection sheet in the cabinet in the warehouse office and attach a copy to the monthly report to be submitted to the Public Records Unit Supervisor.
 - b. Weekly:
 - i. Clean the battery terminals and check the water levels. Check the "yes"

box for the “Items Specified by the Manufacturer” section of the inspection form.

- ii. The “mast” must be kept clean and properly lubricated. Cables, threaded studs, and nuts should be inspected for wear or damage. Note the inspection on the inspection sheet.
- iii. Maintain a supply of Gulf Harmony 46W or equivalent hydraulic fluid. Do not use brake fluid.
- iv. Maintain a supply of Gulflex Molly EP or equivalent lubrication for the mast.

c. Quarterly:

- i. Inspect the pulleys. A 4”x4” block for this purpose is maintained in the warehouse area.

- d. Refer to the user’s manual for instructions regarding inspections, lubrication, etc.
- e. Arrange for an annual inspection by a certified maintenance service provider. The inspection must be completed no later than 13 months from the previous inspection.
- f. Inspection logs and repair receipts must be maintained for three years.

5. Ensure all needed preventive maintenance is completed and requests for repairs are submitted. Notify the Public Records Unit Supervisor of damage or need for repairs.

6. Maintain one copy of the user’s manual with the unit at all times. Maintain one copy in the file in the warehouse office.

C. Other Equipment

- 1. Maintain all equipment in accordance with Division Directives and all other policies and procedures.
- 2. Ensure preventive maintenance is completed when applicable.
- 3. Immediately contact the service provider for repairs of equipment under a maintenance contract.
- 4. Request repairs of damaged equipment not under a maintenance contract through the chain of command.
- 5. Place maintenance receipts in the repair file in room 127.
- 6. Problems or repairs identified in the Public Records Unit office space and the warehouse facility space will be reported to the City’s Facilities Management Division.
- 7. File all users’ manuals in the file in room 127.
- 8. To prevent the introduction of viruses or corruption of computer databases and files, only Division authorized digital media and peripherals will be used for copying computerized information.
- 9. Headquarters Key Assignments:
 - a. The master key set is located in room 129 for use by Public Records Unit personnel.
 - b. Room 129 – All personnel

- c. Room 130 – Occupant, Public Records Unit Supervisor, General Office Assistant
- d. Room 131 – Occupant, Public Records Unit Supervisor, General Office Assistant
- e. Room 132 – Occupant, Public Records Unit Supervisor, General Office Assistant
- f. Room 133 – Public Records Unit Supervisor, General Office Assistant
- g. Room 101 Public Records Unit Supervisor, General Office Assistant

10. Warehouse Key Assignments:

- a. Warehouse – Records Management Bureau Manager, Public Records Unit Supervisor, Police Property Clerk. [Keycard access to the warehouse is granted to all Public Records Unit personnel, the Records Management Bureau Manager, and the Support Services Deputy Chief.]
- b. Warehouse office – Public Records Unit Supervisor, Police Property Clerk, headquarters master set
- c. Warehouse gates – Public Records Unit Supervisor, Police Property Clerk, warehouse office, headquarters master set

8.04 Miscellaneous Procedures

A. Time Keeping and Overtime

- 1. Requests for vacation, overtime, and holiday leave will be submitted to the Public Records Unit Supervisor for approval. In the absence of the Public Records Unit Supervisor, leave requests will be submitted to the Records Management Bureau Manager. Any Records Management Bureau supervisor may approve leave when the listed supervisors are unavailable.
- 2. Public Records Unit personnel will obtain prior approval for overtime as listed above.

B. Central Police Headquarters 1st Floor Evacuation Plan

- 1. All Public Records Unit personnel will maintain a current copy of the “Columbus Division of Police Central Headquarters Emergency Action Plan Reference Booklet” in an easily accessible location.
- 2. In the event of an emergency, follow the instructions listed in the booklet.
- 3. In the event of an evacuation, the elevators will not be working. Personnel will need to exit using the closest stairwell.
- 4. Assemble in the pre-assigned area in accordance with the booklet.